

# **PEMPAL TCOP THEMATIC GROUP WORKSHOP IN MINSK**

## **FEEDBACK Survey**

On October 15-17, 2014, PEMPAL TCOP thematic group on “Use of Information Technologies in Treasury Operations” workshop in Minsk, Belarus, took place.

After the event, the on-line survey in two languages was created on the base of the standard set of questions developed by Secretariat. The aim of the survey was to receive event feedback and to learn plans for the future.

Link to the survey – <https://ru.surveymonkey.com/s/MPZ68BW> (eng)

<https://ru.surveymonkey.com/s/XVCZN3H> (rus)

The survey started to collect responses on October 24 and finished on October 31, 2014.

Invitations to take part in the survey were sent to all participants of the event. We sent 34 invitations.

24 persons started to response to the survey. In this report, we analyze all 24 responses. For further calculation, we take this quantity as 100%.

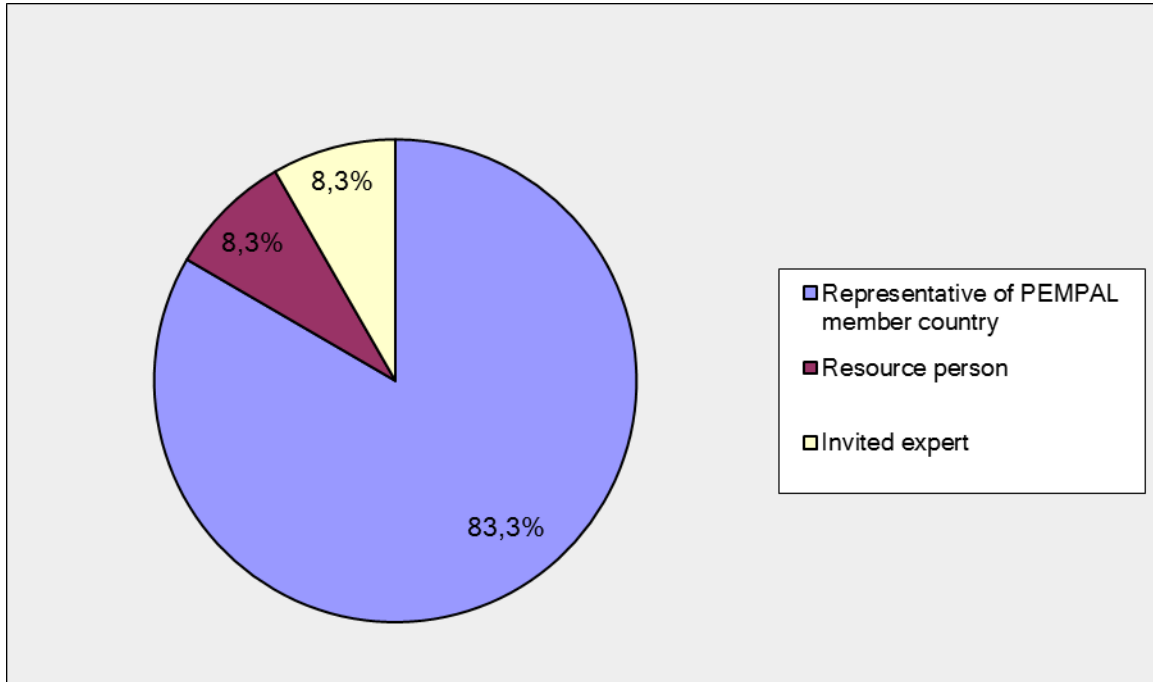
All these responses will be included in the general Feedback Event Database.

The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are a total of 26 questions in the survey.

## ABOUT THE RESPONDENT

### Q1 You are...

24 (100%) respondents gave answers. Among them: 20 representatives of PEMPAL countries, 2 invited experts and 2 Resource persons.



### Q2. Was this your first participation in a PEMPAL event?

24 respondents (100%) answered this question. And 79.2% of them replied “No”.

Answer Options	Response Percent	Response Count		
		all	representatives	RP and IE
Yes	20,8%	5	3	<u>2</u>
No	<u>79,2%</u>	<u>19</u>	<u>16</u>	<u>2</u>

### Q3. How many PEMPAL events have you attended before?

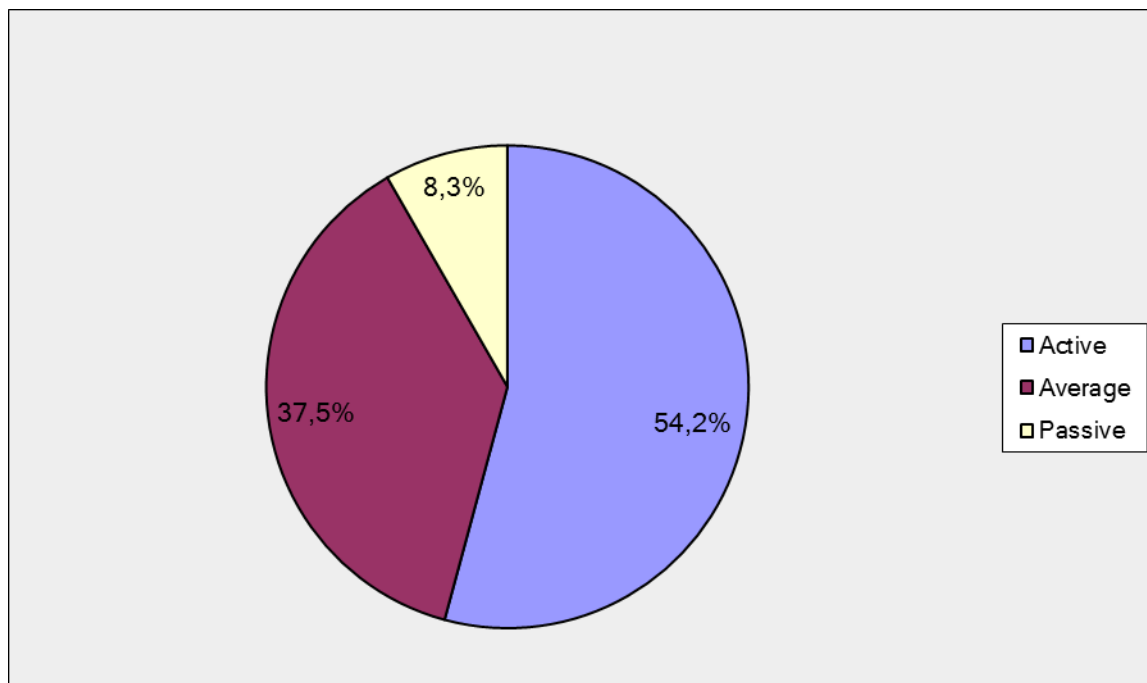
This question was seen only by those respondents who chose “No” in the previous question. 20 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
<u>7</u>	5	1	<u>7</u>	20

## ***PART I EVENT DELIVERY***

### **Q4. How do you rate your participation in this event?**

24 (100%) answers were given. 13 (54.2%) respondents think that their participation in the event was 'Active'. 9 (37.5%) respondents think that their participation was 'Average'. 2 respondents (8.3%) chose the option "Passive".



Among them:

All resource persons and invited experts (4) were "Active"

9 representatives of PEMPAL countries were "Active", 9 – "Average", 2 — "Passive".

### **Q5. How do you rate Minsk event duration overall?**

24 respondents (100%) answered this question. And most of them rated the event duration in a positive way.

Answer Options	Response Percent	Response Count		
		all	representatives	RP and IE
Too short	12,5%	3	3	0
About right	<b>87,5%</b>	<b>21</b>	<b>17</b>	<b>4</b>
Too long	0,0%	0	0	0

**Q6. How much do you agree with the following statements about the participants of the event? (Please rate each item):**

22 respondents (91.7%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The level of the event was appropriate for a person with my experience and knowledge	0	1	4	7	10	22	4,2
b) I learned from the experience of other participants in the event	0	1	4	8	9	22	4,1
c) Participants had about equal level of prior expertise relevant to the event topics	0	0	7	12	3	22	3,8
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	4	6	12	22	4,4

**Q7. How much do you agree with the following statements about the content design of the event? (Please rate each item):**

22 respondents (91.7%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The event agenda was properly planned	0	0	1	6	15	22	4,6
b) The content of the event was properly prepared	0	0	1	6	15	22	4,6
c) The event addressed issues important to my work	0	0	1	10	11	22	4,5
d) The event covered a right number of topics for the amount of time available	0	0	1	9	12	22	4,5
e) The topics for the group discussions were relevant	0	0	1	7	14	22	4,6
f) Presentations made during the event were relevant and useful	0	0	2	6	14	22	4,5
g) Enough time was reserved for questions to speakers	0	0	2	4	16	22	4,6

4 comments were left:

1. *I'd like to have deeper presentations of less quantity of themes.*
2. *Time for group discussions was limited. But the truth is sprout in discussion. I liked very much the talking in the 2d discussion section on problems in FMIS realization in different countries, but we have too less time. Based on analyze of the discussions in Russia (2012) and in Minsk (2014), I'd like to propose to have the whole day discussions in the working groups (probably with participant rotation). Otherwise, it is practically impossible to get the real picture (of the situation) from presentations during the official session. If the PEMPAL workshop is an opinion exchange and "live" communication, then such discussions are the goal of our community.*

3. Some presentations were a bit long, near their end I had an impression, that the theme was not presented in full
4. Generally, the event organization was on a good level. The only remark: it would be better to have more time for group discussions, as our collective recommendations (from countries where the similar projects are implementing or have implemented) were important for Republic Belarus

Here and after pieces of critical feedback are underlined.

**Q 8. How do you appreciate the idea of allocating one day of the workshop agenda to the presentation of hosting country experience in different PFM reforms?**

22 responses (91.7%) were left

1 Bad idea	2	3	4	5 very good idea	Response Count	Average
0	0	3	4	15	22	4,5

Representatives of PEMPAL countries

1 Bad idea	2	3	4	5 very good idea	Response Count	Average
0	0	3	4	12	19	4,5

Resource persons + invited expert

1 Bad idea	2	3	4	5 very good idea	Response Count	Average
0	0	0	0	3	3	5,0

**Q 9. Please, comment what you liked or not liked about the 1st day of the workshop program.**

12 comments were left. 3 comments were like “Everything was fine”,

1. I really liked the live demonstration of the system. It gave us full insight of how Belarus state treasury system operates.
2. The details
3. It was not enough time for the 1<sup>st</sup> day agenda
4. I liked Active position of the hosting country, good preparation of presentations.
5. I liked how openly the hosting country was listening to all ideas about it.
6. Hosting country qualitative prepared as context as well organization of the event. I think it would be better to make bigger focus on the future system in the 1<sup>st</sup> day (and spent less time for present system, tell us only about its main parameters and functions).
7. It is really a very good idea: learning about reforms in the hosting country is very interesting and useful for our discussions
8. I liked to have the 1st day allocating to the presentation of hosting country. It was useful to learn about their reforms.
9. It depends on the theme of a workshop. In this workshop, it was necessary: to make our recommendations, the participants needed to learn the current situation in Belorussia in-depth. With another theme, it could not be so necessary. So, I think that every workshop organization should be individual.

**10. How much do you agree with the following statements about the outcomes of the event?**

21 responses (87.5%) were left.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The participants have got comprehensive information regarding the existing FMIS of Belarus and the plans for its modernization	0	0	3	<u>12</u>	6	21	4,1
b) The participants have been familiarized with various experiences in FMIS implementation, which will be helpful for your activity within the treasury	0	0	3	7	<u>11</u>	21	4,4
c) The participants have got comprehensive information regarding the global FMIS COP activities	0	0	2	9	<u>10</u>	21	4,4
d) The revised during the event Action Plan of the TCOP thematic group on Use of information technologies in treasury operations, includes events that are of interest for you	0	<u>1</u>	1	5	<u>14</u>	21	4,5

**Representatives of PEMPAL countries**

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a)	0	0	3	<u>11</u>	5	19	4,1
b)	0	0	3	7	<u>9</u>	19	4,3
c)	0	0	2	8	<u>9</u>	19	4,4
d)	0	<u>1</u>	1	5	<u>12</u>	19	<u>4,5</u>

**Resource persons + invited expert**

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a)	0	0	0	1	1	2	4,5
b)	0	0	0	0	<u>2</u>	2	<u>5.0</u>
c)	0	0	0	1	1	2	4,5
d)	0	0	0	0	<u>2</u>	2	<u>5.0</u>

5 comments were left.

1. *we got very useful outcomes*
2. *As far as I remember participants have not seen the revised action plan. They only voiced their preferences. But I may be wrong. In any way the choice of suggested events is relevant for the professional development of participants*
3. *"a – too less time for real understanding of the situation, b – see above – it was enough time in the discussion groups. Presentations just cannot show the whole variety of different country experience. c – yes, very good but there was too much material – it is difficult to digest it at once,. d – no comments"*
4. *I think, that it is necessary to present world experience and best practices according the themes in every future event.*
5. *Belorussia gave us quite full information on existing systems, but in 3 days, it is impossible to learn about experience in FMIS implementation in different countries. But chosen countries generally made interesting presentations about their experience in FMIS implementations.*

## PART 2 EVENT ADMINISTRATION

### Q 11. Please rate the quality of the organization and administration of the event:

Answered question – 21 (87.5%).

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b>Quality of organization</b>							
choice of venue	0	0	0	1	20	21	5,0
travel arrangements	1	0	1	2	15	19	4,6
event logistics	0	0	0	1	18	19	4,9
<b>Quality of administration</b> (staff responsiveness, written communication, participant registration, etc.)	0	0	0	0	18	18	5,0

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b>Quality of organization</b>							
choice of venue	0	0	0	1	17	18	4,9
travel arrangements	1	0	1	2	12	16	4,5
event logistics	0	0	0	1	15	16	4,8
<b>Quality of administration</b> (staff responsiveness, written communication, participant registration, etc.)	0	0	0	0	15	15	4,8

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b>Quality of organization</b>							
choice of venue	0	0	0	0	3	3	5,0
travel arrangements	0	0	0	0	3	3	5,0
event logistics	0	0	0	0	3	3	5,0
<b>Quality of administration</b> (staff responsiveness, written communication, participant registration, etc.)	0	0	0	0	3	3	5,0

There were left 5 informative comments. 3 of them are comments like "Quality of the organization was perfect". For example: "As usually the event organization was on a high professional level? Great interpreters, administers, chiefs from the WB and the thematic group, qualitative handout material. Especially I'd like to thank the hosting party: great atmosphere and good organization."

Other comments:

1. I had a lot of problems with my flights in both directions
2. During my travel to Minsk, there was a very big time gap between the flights. I had to sit around 8-9 hours at the airport waiting the next flight to Minsk.

### Q 12. Did you receive agenda and event information in sufficient time before the event for them to be useful?

21 (87.5%) answers were given. And 100% responses were “Yes”

**Q 13. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?**

22 (91.7%) answers were given. 100% of them are “Yes”.

2 comments were left:

1. *everything was on time*
2. *Everything was great.*

**Q14. Are you satisfied with the quality of interpretation provided during the event?**

22 (91.7%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	10	<u>12</u>	22	4,5

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	9	<u>10</u>	19	4.5

Resource persons + invite expert

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	1	<u>2</u>	3	<u>4,7</u>

3 comments were given.

1. *Sometimes the interpretation was a bit late*
2. *Sometime interpretation into English was shorter than in original version. As a rule, as it was because Lecturers forgot to make a pause for translation*
3. *Generally not bad.*

**Q15. Are you satisfied with the quality of written translation of event materials?**

22 (91.7%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	5	17	22	4,8

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	5	14	19	<u>4,7</u>

Resource persons + invited expert

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	0	3	5	<u>5.0</u>

2 positive comments were given: “*Everything was OK*” and “*Generally not bad*”



## **PART 3 OVERALL IMPRESSION**

### **Q16. Did the event disappoint, meet, or exceed your expectations?**

22 (91.7%) participants answered the question.

Answer Options	Response Percent	Response Count		
		all	representatives	RP and IE
Disappoint	4,5%	1	1	0
Meet	<b>68,2%</b>	<b>15</b>	<b>13</b>	<b>2</b>
Exceed	27,3%	6	5	1

### **Q17. What did you like best about the event?**

14 comments were left. All of them are valid.

Participants like different aspects of the event:

Comments like ***“I liked everything.”*** was left 1 time.

**Organization** was mentioned in 3 comments. For example: *“I liked the organization of events.”* ! person liked *“the choice of venue”*

Participants like to **share experience with colleagues** (mentioned 2 times) For example: *“ ... Possibility to discuss questions of interest directly with other participants...”*

**Presentation of Cem Denner** were mentioned in 2 comments. For example: *“The presentations given by Mr. Denner were full of new information for me. It contained many new useful resources that will help us with the development of FMIS..”*

***“Active work of all participants”*** was mentioned twice.

**Work in thematic groups** was mentioned 3 times. For example: *“sincere atmosphere during the group discussions”*, *“Communication in working groups”*

And

*“Proximity to practical realizations and use of solutions by different countries to develop similar systems (not blah - blah, but the clear and precise answers to questions). The WB approach for implementation of such systems has been clearer now. Great interest from the part of Belarusian team.”*

### **Q18. What did you not like most about the event?**

10 comments were left. 6 of them is comment: *“There is no such thing”*

1. *Too less time for discussions.*
2. *The presentation of Belarus treasury system was very interesting and practical however it contained many information (like legislations and reporting architecture) that could have been a little bit shorter*
3. *We were needed one more day for sightseeing.*
4. *Time limit in group discussions should be for all participants not for some of them.*

**Q19. Do you plan to brief your colleagues about the event?:**

21 (87.5%) participants answered the question. And 100% of them responded “Yes”.

**Q20. How do you plan to brief your colleagues?**

Answered question – 18 (75%). Most of respondents were going to share materials.

Answer Options	Response Percent		Response Count	
	all	all	representatives	RP and IE
Share materials	<b>61,1%</b>	<b>11</b>	<b>9</b>	<b>2</b>
Make a presentation	16,7%	3	3	0
Prepare a back-to-office report	50,0%	9	8	1

2 comments were given:

1. *Report on the trip at working meeting.*
2. *Discussion with the leading colleagues.*

**Q21. How much do you agree with the following statement?**

20 respondents (83.3%) answered this question. Average rating is positive.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	0	<b>1</b>	7	12	20	4,6

Representatives of PEMPAL countries

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	0	<b>1</b>	7	<b>10</b>	18	4.5

Resource persons+ invite expert

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	0	0	0	<b>2</b>	2	<b>5.0</b>

## **Q22. How can you apply the acquired knowledge?**

9 comments were left. Here are some of them.

1. *In the materials given by Mr. Denner there are many resources that will help me research best practices and currently used approaches before starting the development*
2. *through improving of business processes and when he can or knows how to implement the knowledge thus acquired in his daily practice.*
3. *acquired knowledge will help to better navigate in the information systems implemented and introduced in other countries and to select the country that can be visited (as part of work performing in Belarus to reform PFM)*
4. *The information will help produce high-quality solutions for PFMS reform projects*
5. *Change the approach to interaction with the outsourcer to finalize the FMIS*
6. *In practice,*
7. *I will consider in future work*
8. *During the implementation of PFM reforms in our country*
9. *. There were a few moments that we have articulated with our team, but did not give them much attention. At the workshop, these issues have been given special attention and therefore we come more responsibly these issues.*

## **Q23. Overall, my satisfaction with the event was...**

Answered question – 21 (87.5%). There were no negative answers.

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	6	<u>15</u>	21	4,7

Representatives of PEMPAL countries

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	6	<u>12</u>	18	4.7

Resource persons+ invited person

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	0	<u>3</u>	3	<u>5.0</u>

## **PART 4 RECOMMENDATIONS FOR THE FUTURE**

### **Q24. Do you have any suggestions to improve the content, approach and other aspects of such events in future:**

11 comments were left, and 8 of them consists suggestions.

1. *I think it would be more effective if there will be more practical demonstrations and more presentations related to IT best practices and different approaches*
2. *My suggestion would be to work day lasts less.*
3. *my suggestion would be only about more free time*
4. *maybe some session can be shorter for concentrated. three or four days very busy schedule can be exhausting..*
5. *More attention to invitation of the World Bank experts and discuss with them the various aspects of FMIS reform*
6. *Use the format of business games. Take the narrower topics and explore them in more depth. In the practical part: to discuss the experience of all the countries of the working group on the basis of one report.*
7. *"1. Subscribe presentations before the event. 2. The lecturer who gives a presentation, should not read the text, but immediately answer the question - this is a discussion, by the way. What the meaning to read the text on the screen? 3. Procedure - see above: experience in the hosting country, auditing solutions, " brainstorm " how to improve its efficiency, discussions on solutions available. Separately I would point out "lookout" in PEMPAL - or maybe a group, which prepares information on emerging technologies."*
8. *Probably you should make a comparative analysis of the implementation of FMIS in different countries, taking into account the successes and problems.*

### **Q25. Please suggest questions to be addressed during the group's study visit, tentatively planned for March 2015.**

10 comments were left and 8 of them have suggestions.

1. *"1. The security mechanisms and policies implemented in FMIS systems. 2. The structure of IT organizations and the development and operation lifecycle of the FMIS system within IT organization."*
2. *"\* Financial legislation \* Financial reforms \* Which organizations need for financial reform? \* which IT solutions needs for financial reform?"*
3. *" Management of IT-projects, provision of electronic services to businesses and individuals, information security, implementation of the public procurement system "*
4. *The organization and planning of FMIS reform (development).*
5. *Reducing risks in implementing FMIS. "Change Managing : interaction with those who creates norms and manage the timing of system completion and entry into force of regulations. Methods of assessing labor costs on completion of a system. Testing and acceptance of new versions.*
6. *" Steps for creating FMIS and their sequence, including the preparatory (previous) step? Order of introduction of FMIS? What ancillary works (services) were held (are in progress) for successful implementation of the system? Further development of FMIS (current and planned)? Problems encountered at each stage of the creation of the system and in the course of its operation, and their solutions?"*
7. *Probably for me would be interesting to know about organizing customer support.*

8. Learning about experience in creating the electronic state and the role of the Treasury

**Q26. Are there any other products, research or services useful for your work that PEMPAL could provide?**

6 comments were left and 2 of them are informative.

1. *"1. Information to determine the degree of customization of packaged software solutions. 2. Strengths and weaknesses of the use of free software in the implementation FMIS"*
2. *It was interesting to study recommended by the World Bank a new model of FMIS. Also it would be interesting to examine the World Bank document with the recommendations on web portal.*