PEMPAL TCOP STUDY VISIT TO ANKARA FEEDBACK

Survey

On November 19-21st, 2013, PEMPAL TCOP representatives study visit to Ankara, Turkey 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://www.surveymonkey.com/s/5JSKLTH

The survey started to collect responses on November 25 and finished on December 7, 2013. Invitations to take part in the survey were sent to all participants of the event. We sent 35invitations to the SV participants.
25 persons started to response to the survey. 22 (88 % of started) responses were fully completed. From this 25 responses – 4 was from the resource persons and 19 from the representatives of PEMPAL countries.
In this report, we analyze all 25 responses. For further calculation, we take this quantity as 100%.

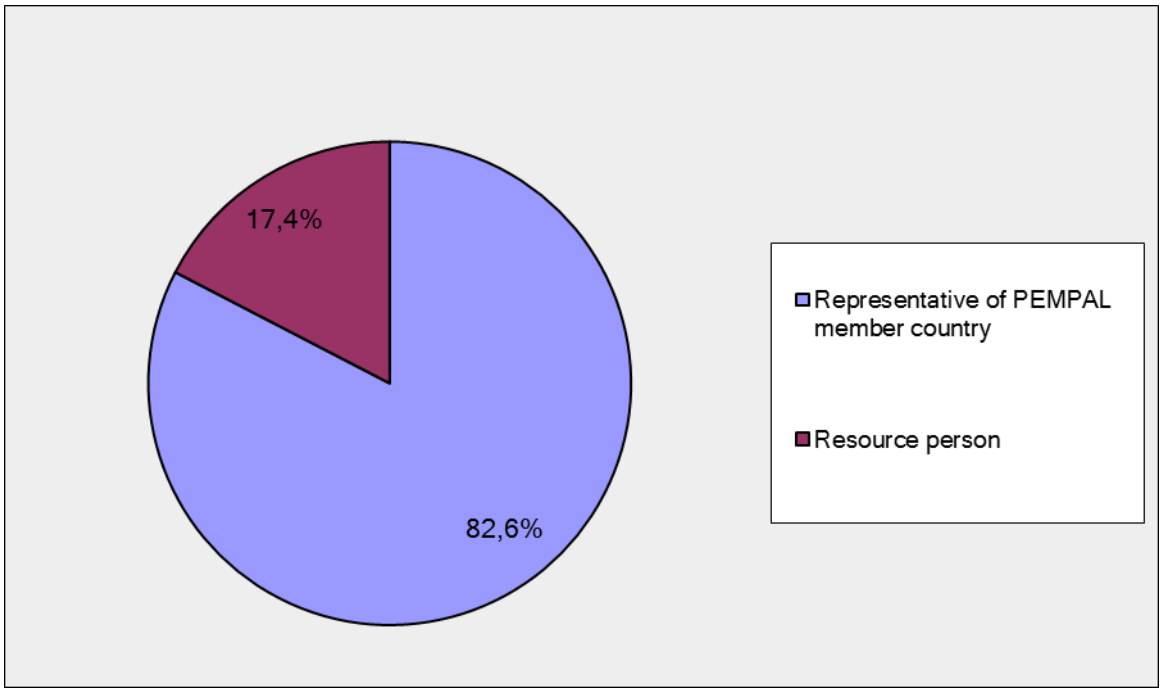
All these responses will be included in the general Feedback Event Database.

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...

23 (92%) respondents gave answers. Among them: 19 representatives of PEMPAL countries and 4 Resource persons.



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

25 respondents (100%) answered this question. And 60% of them replied "No".

Answer Options	Response Percent	Response Count		
	all	all	representatives	Resource persons
Yes	40,0%	10	7	1[1]
No	**60,0%**	**15**	**12**	**3**

Q3. How many PEMPAL events have you attended before?

This question was seen only by those respondents who chose "No" in the previous question.
15 respondents answered this question.

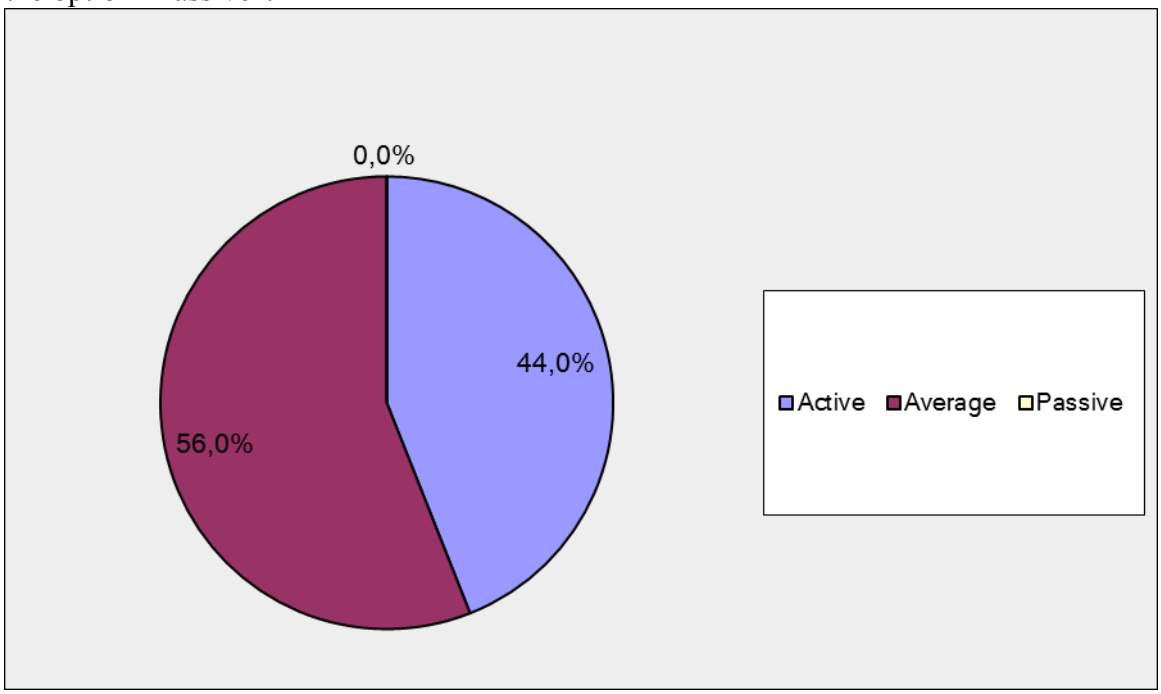
1-2	3-4	5-6	more than 6	Response Count
4	**5**	3	3	15

[1] Please note that 2 respondents did not indicate who they were – representatives of PEMPAL countries or resource persons.

PART I EVENT DELIVERY

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

25 (100%) answers were given. 11 (44%) respondents think that their participation in the event was 'Active'. 14 (56%) respondents think that their participation was 'Average'. Nobody chose the option "Passive".



Among them:
2 resource persons were "Active" and 2– "Average"
9 representatives of PEMPAL countries were "Active", 10 – "Average.

Q5. How do you rate Ankara event duration overall?

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

Answer Options	Response Percent	Response Count		
	all	all	representatives	Resource persons
Too short	28,0%	7	6	1
About right	**72,0%**	**18**	**13**	**3**
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):

23 respondents (92%) 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	0	1	10	**12**	23	**4,5**
b) I learned from the experience of other participants in the event	0	1	1	**13**	7	22	4,2
c) Participants had about equal level of prior expertise relevant to the event topics	0	0	7	**10**	5	22	3,9
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	3	8	**12**	23	4,4

Q7. Describe your own level of expertise, as compared to that of other participants?

9 informative comments were left.

1. *Every country has its own experience in PFM system depending on its economic features. But managing principle is the same in all countries. So participants experience varies. But goals and terms are common.*
2. *I am programmer, my question about security in programing, is not answered. there were a lot about how their system is working.*
3. *During 8 years I was a chief accountant in one of university in our republic, during 16 years – a director of Treasury department and I have 10 years' experience in teaching*
4. *As Director of Treasury System Administration and functional support of the treasury system, I feel much experienced regarding to the treasury computerized system, how business procedures and budget execution rules and accounting methodology are translated into such systems. What are challenges implementing such complicated and big systems.*
5. *I developed IT systems for different spheres so I have a bit different point of view on problems existing in treasury community. Re level of expertise of other participants: I think all of them have about equal potentiality.*
6. *Level of all participants is practically the same.*
7. *I have stronger analytical background compared to other participants.*
8. *I am a database administrator of Treasury System*
9. *I have successful experience in building PFM information system*

Q8. What have you learned from other participants?

11 informative comments were left.

1. *It was interesting for me to learn about Turkish MoF administrative system and about PFM process especially about budget preparing and budget execution, about the 10th plan of development and about investment budgeting.*
2. *PFM procedure and control of obligations*
3. *some report tools. some other modules of SGB.NET. like personal, file sharing*
4. *Experience exchange with colleagues on PFM: budget planning, indicators in its approval, and control over its execution*
5. *New knowledge always strengthens and enriches human capital*
6. *The willing and patience building such systems and make them a strong tool for decision making of managers and making easer the work of all public servants.*
7. *Communicate 2. Listen to other even if their opinion differs to mine.*
8. *PStrategic plans development in the process of budget planning and investment budget planning.*
9. *I learnt a lot about PFM system in Turkey. Turkish experience can be used when implementing PFM reforms in other countries in the region.*
10. *Security issues, CA Authority, Database monitoring, User management, about new implemented modules in treasury system, the way that they have organized the system etc*
11. *I received information about project realization on financial organization automatisation*

Q9. How much do you agree with the following statements about the content design of the event? (Please rate each item):

24 respondents (96%) 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	4	7	**13**	24	4,4
b) The content of the event was properly prepared	0	0	3	**11**	10	24	4,3
c) The event addressed issues important to my work	0	1	2	9	**11**	23	4,3
d) The event covered a right number of topics for the amount of time available	0	2	2	**10**	**10**	24	4,2
e) Presentations made during the event were relevant and useful	0	0	3	10	**11**	24	4,3
f) Enough time was reserved for questions to speakers	0	0	1	6	**17**	24	**4,7**

6 comments were left: Here and after pieces of critical feedback are underlined.

1. *Discussions were especially useful*
2. *Workshop was organized on a proper level, there were a lot of interesting topics, there were provided fruitful work of all participants, it was very interesting to get acquainted with PFM in the Turkish Republic of*
3. *All presentations were on a high level*
4. *Unfortunately the presented system is not PFMIS. But the event itself was on a high level.*

5. *Generally the agenda was good planned. Probably that due to the short timing of the event, the number of topics was too big. Presentations were generally consistent with the themes and were useful, but some of the topics were not disclosed in full.*
6. *Schedule of activities should be change by building program through the first explanation of the methodological foundations of the system by going to the technical aspects of the operation*

Q 10. During the event participants have been split in two groups. Which group did you join during the event?

24 respondents (96%) answered to this question.

Answer Options	Response Percent	Response Count		
	all	all	representatives	Resource persons
The group on PFM general issues	**62,5%**	**15**	**10**	**3**
The group on information technologies issues	37,5%	9	8	1

Q 11. How much do you agree with the following statements about the outcomes of the event? (Please rate each item):

The group on PFM general issues

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) Participants were familiarized with the fundamentals of Turkey PFM system	0	0	1	**8**	5	14	4,3
b) Participants received comprehensive information on the SGB.NET information system used in Turkey	0	0	1	**9**	4	14	4,2
c) Participants were familiarized with the budget process cycle in Turkey	0	0	2	**6**	**6**	14	4,3
d) Participants were familiarized with the system of strategic planning in Turkey	0	0	2	5	**8**	15	**4,4**
e) Participants were familiarized with the role and functions (in budget process) of the Parliament of Turkey	0	0	1	**9**	5	15	4,3

3 comment were left.

1. *All asked questions were answered*
2. *I think that all were familiarized with Turkey PFM system in full*
3. *In given time it's not possible to learn fully the base of Turkey system, the strategic planning system, the role and functions of the Parliament. More full information was received about the information system.*

The group on information technologies issues

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) Participants were familiarized with the fundamentals of Turkey PFM system	1	0	1	**4**	3	9	3,9
b) Participants received comprehensive information on the SGB.NET information system used in Turkey	0	0	2	**5**	2	9	4,0
c) Participants were familiarized with the technical architecture of the SGB.NET system	0	1	3	**4**	1	9	3,6
d) Participants were familiarized with the functional architecture of the SGB.NET system	0	0	2	**4**	3	9	**4,1**

2 comments were left:

1. *i want to learn more about security of SGB.NET. there is not token based access to the system. security programing, security of servers and system. i do not get more information about this.*
2. *1.We have practically no information about Turkish PFM system. The last day of the discussion one slide was presented where you can somehow understand the functioning of the system. But this information is not sufficient to completely understand the Turkey PFM system. 2. Organizational and technical structure and functional structure of the system were not presented. In the presented slides the system was described very schematically without going into detail.*

PART 2 EVENT ADMINISTRATION

Q 12. Please rate the quality of the organization and administration of the event:

Answered question – 23 (92%). All the ratings are not negative.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of organization (choice of venue, travel arrangements, event logistics, etc.)	0	0	0	9	14	23	4,6
Quality of administration (staff responsiveness, written communication, participant registration, etc.)	0	0	0	6	17	23	4,7

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of organization	0	0	0	6	11	17	4.6
Quality of administration	0	0	0	3	14	17	4.8

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of organization	0	0	0	2	2	4	4.5
Quality of administration	0	0	0	2	2	4	4.5

There were left 4 informative comments. 2 of them are comments like "*Thank you very much"*.

1. *Translation (interpretation) into Russian was on a low level*
2. *Generally organization was good. The only "but" that the cultural program has been replaced, but it was probably associated with delayed closing event*

Q 13. Did you receive agenda and event information in sufficient time before the event for them to be useful?

23 (92%) answers were given. And 100% responses were "Yeas"

Q 14. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

23 (92%) answers were given. 100% of them are "Yes".

Q15. Are you satisfied with the quality of interpretation provided during the event?

23 (92%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	1	0	6	14	2	23	3,7

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	1	0	5	9	2	17	3,6

Resource persons

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

7 comments were given.

1. *Interpretation was good and understandable*
2. *Weak*
3. *there was problem on terminology. one question was asked 2-3 times, the answer is not given correctly.*
4. *It needs to be better*
5. *Sometimes the interpreter could not follow speakers and part of words was not-understandable*
6. *I am not fully satisfied with interpretation. One of the interpreters translated not so good.*
7. *Little difficulty during questions time because the interpretation is providing from Turkey to Russian and then in English.*

Q16. Are you satisfied with the quality of written translation of event materials?

23 (92%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	2	14	7	23	4,2

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	1	9	7	17	4,4

Resource persons

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

3 comments were given.

1. *Translation was good and understandable*
2. *Yes*
3. *Generally the written translation satisfied me.*

PART 3 OVERALL IMPRESSION

Q17. Did the event disappoint, meet, or exceed your expectations?

22 (88 %) participants answered the question.

Answer Options	Response Percent	Response Count		
	all	all	representatives	Resource persons
Disappoint	0,0%	0	0	0
Meet	95,5%	21	16	4
Exceed	4,5%	1	0	0

Q18. What did you like best about the event?

14 comments were left. All of them are valid.

1. *Visit to Ministry of Development and Parliament*
2. *I liked the organization: from PEMPAL side there was a huge attention to the event participants*
3. *Clear event organization*
4. *I like a lot the way it was organized*
5. *Questions and answers, discussions*
6. *visiting their working place. how they organized. some other special tools for making work faster.*
7. *All presentations*
8. *Practically all presentation were on a high level*
9. *Possibility to learn experience of Turkey on use of modern informational technologies in PFM sphere*
10. *Attitude of colleagues from MoF Turkey, who tried to catch all the wishes and interests of the listeners and who flexibly rebuilt their speeches and presentations in the process*
11. *Presentation about SGB.Net system*
12. *Overall, the event was held smoothly but there were not any special memorable moments.*
13. *I like when there are people from different countries with different experience.*
14. *Hosting country's hospitality*

Q19. What did you not like most about the event?

14 comments were left. 4 of them is comment: "*It was just OK*"

1. *Translation*
2. *Excursion*
3. *traffic jam*
4. *Lack of practical work*
5. *In Ankara I did not have a transfer from the airport to the hotel.*
6. *Traffic jams in Ankara ;)*
7. *Gala reception on behalf of the Ministry of Finance of Turkey. It was somehow grim. But maybe the problem was in the mentality?*
8. *the hotel quality*
9. *The venue for meetings was not appropriate.*
10. *Lack of time to obtain information related to translation for a large number of countries participating in the visit*

Q20. Do you plan to brief your colleagues about the event?:

21 (84%) participants answered the question. And 100% of them responded "Yes".

Q21. How do you plan to brief your colleagues?

Answered question – 8 (72.7%). Most of respondents was going to share materials.

Answer Options	Response Percent	Response Count		
	all	all	representatives	Resource persons
Share materials	72,7%	16	11	3
Make a presentation	40,9%	9	7	2
Prepare a back-to-office report	36,4%	8	6	1

1 comment was given:

I will brief not only colleagues but also students in universities.

Q22. How much do you agree with the following statement?

20 respondents (80%) 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	1	6	8	5	20	3,9

Representatives of PEMPAL countries

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	6	6	4	16	3.9

Resource persons

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	1	0	2	0	3	3.3

Q23. How can you apply the acquired knowledge?

10 comments were left:

1. *Beginning the 1st January 2014 SGB.net will be implemented in our MoF. I will use the acquired knowledge in work with SGB.net*
2. *It is not possible yet*
3. *In practice and during the lectures*

4. *Not everything can be applied. It depends on the specific conditions of each country. What we can use in general is the principal of things.*
5. *I will share the knowledge with my colleagues*
6. *I will use it in writing of a PFMIS concept. 2. In development of informational systems – I liked very much the systems of program modules coding.*
7. *Although systems could vary, most probably we will implement the 'paperwork and personnel records' module of in our country.*
8. *In project management.*
9. *I can make adjustments to our system to implement other participant successfully experience*
10. *I will prepare suggestions to my bosses*

Q24. Overall, my satisfaction with the event was...

Answered question – 22 (88%). There were no negative answers.

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	13	8	22	4,3

Representatives of PEMPAL countries

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	10	5	16	4.3

Resource persons

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	3	1	4	4.3

PART 4 RECOMMENDATIONS FOR THE FUTURE

Q25. Do you have any suggestions to improve the content, approach and other aspects of such events in future:

9 comments were left, and 5 of them consists suggestions.

1. *To organize practical work*
2. *i think to listen presentation is good. the practice is better. visiting, how they are using IT, or information system. half presentation and half practice.*
3. *Joint plenary meetings (Budget, Treasury and IA and control)*
4. *Exchange a practical experience*
5. *We are interesting in study visits, preliminary summary of methodological base of IS building in English will help to organize events better (Russian (version) exceeds all possible expectations)*

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

8 comments were left and 5 of them are informative.

1. *we write our question and suggestion on IT group meeting. what do we want to know and how pempal can help this.*
2. *PEMPAL could organize a workshop on management of new accounts on accounting.*
3. *I'd like to know in which country there is a full PFMIS or as a minimum a system which mostly correspond to the World Bank model*
4. *Staff Training about new technologies implemented to treasury system*
5. *Analytical summaries on IT systems, exert opinions from software and hardware companies*