

## **PEMPAL TCOP SV TO SEOUL FEEDBACK SURVEY**

On March 25-27th, 2015, the PEMPAL TCOP representatives study visit to Seoul, South Korea 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/r/MGDG8K7>

The survey started to collect responses on April, 6 and finished on April 21, 2015.

Invitations to take part in the survey were sent to all participants of the event. We sent 27 invitations.

17 persons started to response to the survey and 15 of them completed their responds.

From all these responses – 1 was from the resource persons, 16 — from the representatives of PEMPAL countries.

In this report, we analyze all 15 responses. For further calculation, we take this quantity as 100%.

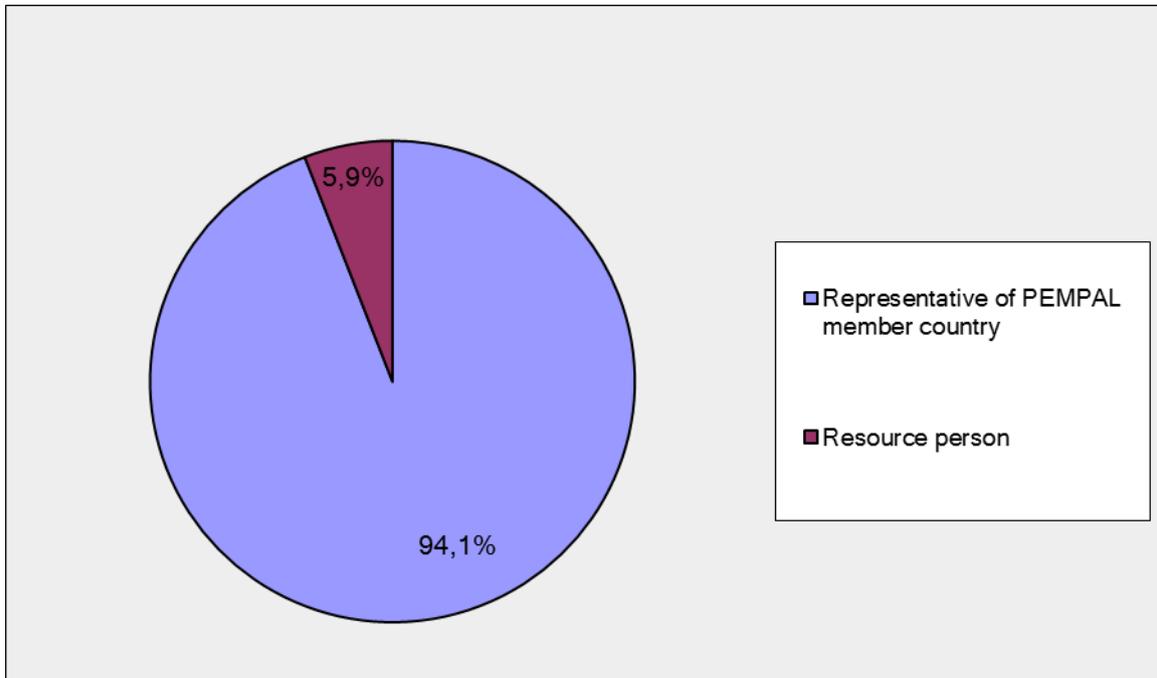
All these responses will be included in the general Feedback Event Database.

The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are a total of 24 questions in the survey.

## ABOUT THE RESPONDENT

### **Q1 You are...**

17 (100%) respondents gave answers. Among them: 16 representatives of PEMPAL countries, 1 Resource person.



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

17 (100%) respondents gave answers.

Answer Options	Response Percent	Response Count
Yes	5,9%	1
No	<b>94,1%</b>	<b>16</b>

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

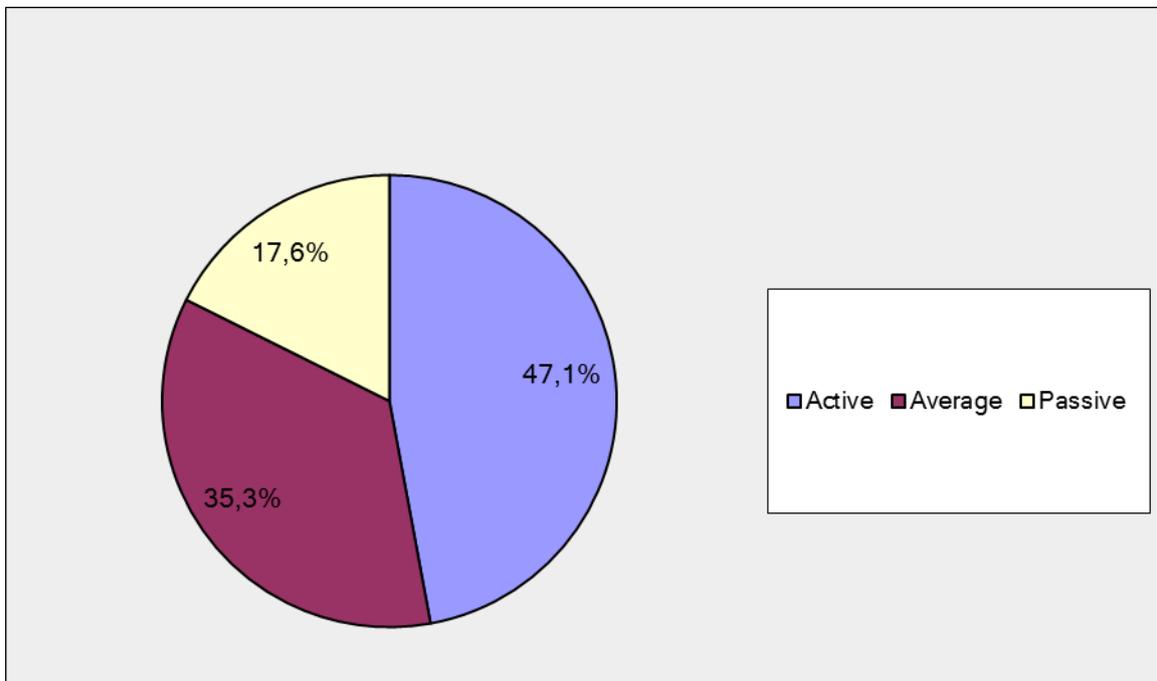
This question was seen only by those respondents who chose “No” in the previous question. 16 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
4	3	3	<b>6</b>	16

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

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

17 (100%) answers were given. 8 (47,1%) respondents think that their participation in the event was 'Active'. 6 (35,3%) respondents think that their participation was 'Average'. 3 respondents (17,6%) chooses the option "Passive".



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

17 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	11,8%	2
About right	<b><u>88,2%</u></b>	<b><u>15</u></b>
Too long	0,0%	0

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

17 respondents (100%) 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	<u>1</u>	0	4	4	<u>7</u>	16	<u>4</u>
b) I learned from the experience of other participants in the event	<u>2</u>	1	5	3	<u>5</u>	16	<u>3,5</u>
c) Participants had about equal level of prior expertise relevant to the event topics	<u>1</u>	2	2	<u>6</u>	5	16	3,8
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	<u>1</u>	2	2	5	<u>7</u>	17	3,9

**Q7. How much do you agree with the following statements about the content design of the event?**

17 respondents (100%) 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	<u>1</u>	2	3	4	<u>7</u>	17	<u>3,8</u>
b) The content of the event was properly prepared	<u>1</u>	2	2	<u>6</u>	<u>6</u>	17	<u>3,8</u>
c) The event addressed issues important to my work	<u>1</u>	2	0	<u>9</u>	4	16	<u>3,8</u>
d) The event covered a right number of topics for the amount of time available	<u>1</u>	2	0	5	<u>9</u>	17	<u>4,1</u>
e) Presentations made during the event were relevant and useful	<u>1</u>	2	2	<u>6</u>	5	16	<u>3,8</u>
f) Enough time was reserved for questions to speakers	<u>1</u>	2	1	<u>7</u>	6	17	3,9

2 comments were left: (Here and after pieces of critical feedback are underlined.)

1. Stated theme and the questions posed to the host country, were practically closed for discussion.
2. Presentations should be prepared more comprehensive. Presentations should be prepared according to the purpose of the visit. On-line system should be shown by master.

**Q8. How much do you agree with the following statements about the outcomes of the event?**

16 responses (94.1%) were left.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) Participants were familiarized with the main characteristics of the dBrain information system	<u>1</u>	0	4	<u>7</u>	4	16	3,8
b) Participants received comprehensive information regarding South Korea's budget system	<u>2</u>	2	3	4	<u>5</u>	16	<u>3,5</u>
c) Participants were familiarized with the South Korea approaches in Cash management and Public procurements	<u>2</u>	1	0	<u>7</u>	6	16	<u>3,9</u>

4 comments were left.

1. *Only issue with the presentations of dBrain was that test environment of the system was not functional, so the demonstration of the system capabilities were all shown using pictures and Powerpoint slides.*
2. *I think that the hosting party has provided enough highly qualified professionals to get familiar with the dBrain system and with the budget system in South Korea and their approach to cash management.*
3. *Liquidity issues of budget and public procurement, in fact, been covered quite detailed and clear. Other questions were not disclosed to the full, not to the extent in which the participants wanted.*
4. *Superficially, very sparingly. Impression - The Ministry of Finance of Korea did not want to disclose information about themselves, even more so - about their system.*

## **PART 2 EVENT ADMINISTRATION**

### **Q9. Please rate the quality of the organization and administration of the event:**

Answered question – 16 (94.1%). Most of the ratings are positive.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b>Quality of organization</b>							
choice of venue	1	0	0	3	12	16	4,6
travel arrangements	0	0	0	1	15	16	4,9
event logistics	0	1	0	1	14	16	4,8
<b>Quality of administration</b> (staff responsiveness, written communication, participant registration, etc.)	1	0	0	1	13	15	4,7

There were left 3 comments.

1. *Thank you, organization as usually was on a high level.*
2. *Quality of organization and administration was on a high level*
3. *As usually – Everything was great. Thank you !!!!*

### **Q 10. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

16 (94.1%) answers were given. And 100% responses were “Yes”

### **Q 11. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?**

16 (94.1%) answers were given. 100% of them are “Yes”.

1 comment was left:

*All the necessary materials and information were given to me in advance.*

**Q12. Are you satisfied with the quality of interpretation provided during the event?**

16 (94.1%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	1	1	7	7	16	4,25

3 comments were given.

1. *Sometimes there are some difficulties because of triple interpreting.*
2. *The translation was of high quality, understandable and immediately.*
3. *The difficulties were connected with the translation from several languages: Russian, English, Korean and vice versa. This - not to the interpreters but to the very process.*

**Q13. Are you satisfied with the quality of written translation of event materials?**

16 (94.1%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	1	0	0	7	8	16	4,3

1 comment were given.

*Quality of the event materials translation was understandable and accessible*

## **PART 3 OVERALL IMPRESSION**

### **Q14. Did the event disappoint, meet, or exceed your expectations?**

15 (88.2%) participants answered the question.

Answer Options	Response Percent	Response Count
Disappoint	20,0%	3
Meet	<u>73,3%</u>	<u>11</u>
Exceed	6,7%	1

### **Q15. What did you like best about the event?**

11 comments were left. All of them are valid. Participants like different aspects of the event. 2 comments were like “Everything”: “*From A to Z everything was handled perfectly.*”

1. *Presentation of some themes like public procurement and liquidity*
2. *Event organization from the WB side*
3. *The event gave us insight into the security behind the system. They showed us the frameworks and methodology that was used to ensure the safety and availability of the dBrain. Korean team showed us the detailed process of procurement which included the classifications used for the purchase, different procurement types that were available and process flow for all types of purchases.*
4. *I liked the content of the event and the experience of the implementation of these themes in South Korea.*
5. *The organization of the event, the relevance of the chosen theme, the opportunity to experience exchange with foreign colleagues.*
6. *Information for the formation of new ideas about IFMIS.*
7. *Attitude of the World Bank experts to representatives of the Ministry of Finance of Korea as well as to the participants.*
8. *I am very happy to see a system that is world renowned in the field of public financial management information system.*
9. *Possibility to learn more about the work of the Security Center of the Ministry of Finance and Strategy of the Republic of Korea..*

### **Q16. What did you not like most about the event?**

9 comments were left. 2 of them are comments: “*Nothing to complain about.*” and “*Everything was organized great.*”

1. *Main conceptual aspects (technical) of system building was not covered in full. For example: how and with which means necessary speed of data processing and provisioning are gained etc.*
2. *The event was less oriented on the technical details of the system and the methodology used for the development of the system.*
3. *Presentations did not meet my expectations.*
4. *The direction of work in our thematic group is "Application of information technologies in treasury operations," but some of the themes was not suitable to the thematic group name.*
5. *The hosting party underestimated interest of the participants*
6. *Almost complete "closure" of experts from the Korean Ministry of Finance about the structure etc. of the system dBrain, about the structure of the financial system.*
7. *Necessity to Multilanguage translation (Russian-English-Korean and vice versa) of the questions and answers.*

### **Q17. Do you plan to brief your colleagues about the event?:**

15 (88.2%) participants answered the question. And 100% of them (15) responded “Yes”.

### **Q18. How do you plan to brief your colleagues?**

Answered question – 14.

Answer Options	Response Percent	Response Count
Share materials	64,3%	9
Make a presentation	50,0%	7
Prepare a back-to-office report	<u>71,4%</u>	<u>10</u>

3 comments were given:

1. *Oral report.*
2. *I have already distributed materials, made a presentation and report. My colleagues and management liked the experience of South Korea.*
3. *Oral presentation in front of a number of professionals working in this area*

### **Q19. How much do you agree with the following statement?**

15 respondents (88.2%) 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	<u>1</u>	4	4	<u>6</u>	15	4,0

### **Q20. How can you apply the acquired knowledge?**

8 comments were left.

1. *During the implementation of the project to improve and modernize the PFM system I will use this knowledge. In addition, we will continue cooperation with Korean colleagues directly, for example, offer to our management to sign a memorandum on cooperation*
2. *Use the security frameworks, methodology and approaches that Korea used..*
3. *When preparation project for FMIS.*
4. *There is a lot to borrow from our Korean friends experience both in terms of developing FMIS and turning it into IFMIS.*
5. *I share it with my management.*
6. *We have considered using the model of South Korea on information security of the information system dBrain.*
7. *In development of strategic documents on development of IS.*
8. *Every experience is useful for assessment the implementation of FMIS in our country.*

**Q21. Overall, my satisfaction with the event was...**

Answered question – 16 (94.1%).

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
1	0	3	5	7	16	4,1

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

### **Q22. Do you have any suggestions to improve the content, approach and other aspects of such events in future:**

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

- 1. Representatives should be the experts in topics. host country should know the main objective of event.*
- 2. It would be great benefit for all members if content of further meetings will be more focused on technical aspects of FMIS systems.*
- 3. I think that it would be useful to make a small focus of event topics in the technical side.*
- 4. As a suggestion, you can moderate the questions at such events, collect them in writing, analyze and give speakers time to prepare responses*
- 5. I already wrote: it is necessary to separate IT professionals and other professionals. Their joint participation is only possible in the plenary and for lunch. This - the basis for normal work.*

### **Q23. Please suggest questions to be addressed during the group's workshop, tentatively planned for October 2015.**

6 comments were left, and 4 of them consists suggestions.

- 1. Information security; management of IT-projects; management of IT-staff; use of electronic documents in the budget process; rules of integration of information systems; Possibility of cost-reduction of ownership and maintenance of information systems*
- 2. Best practices of Incident management in FMIS systems. Discussion of different development lifecycle management methodology and tools (tools for: requirements gathering, development management, testing) used by FMIS development teams and the benefits that each methodology / tool has.*
- 3. 1) The best model of the structure of treasury IT-department. 2) Best model of the role of treasury information systems in e-government. 3) Effective methods to reduce the cost of the system. 4) The role of information security in the treasury operations.*
- 4. 1. Interaction with the national (central) bank and payment systems, experience in implementation of the international banking standards and their importance for FMIS. 2. Organization of works to create and support operation of FMIS.*

### **Q24. Are there any other products, research or services useful for your work that PEMPAL could provide?**

5 comments were left and 3 of them are informative.

- 1. It would be useful to obtain materials in Russian on organizational structure, models, goals, objectives and functions performed by the Singapore treasury . As well as their experience with IT-technologies.*
- 2. Overview materials on FMIS in other regions.*
- 3. all presentations in PEMPAL web site.*