

# **PEMPAL TCOP THEMATIC MEETING IN SKOPJE**

## **FEEDBACK Survey**

On September 27-28, 2013 PEMPAL TCOP thematic meeting in Skopje, Macedonia, took place. After the event, the on-line survey in three 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 – <http://www.surveymonkey.com/s/6MLYR8N>

The survey started to collect responses on 7 October and finished on October 23, 2013.

Invitations to take part in the survey were sent to all participants of the event. We sent 39 invitations – \_ to the resource persons and invited speakers and \_ to the representatives of PEMPAL countries.

30 persons started to response to the survey. 24 (80 % of started) responses were fully completed. From this 30 responses – 6 was from the resource persons, 23 from the representatives of PEMPAL countries, and 1 person did not indicate who he/she was (in the report we added this response to the group “representatives of PEMPAL countries”).

In this report, we analyze all 30 responses. For further calculation, we take this quantity as 100%.

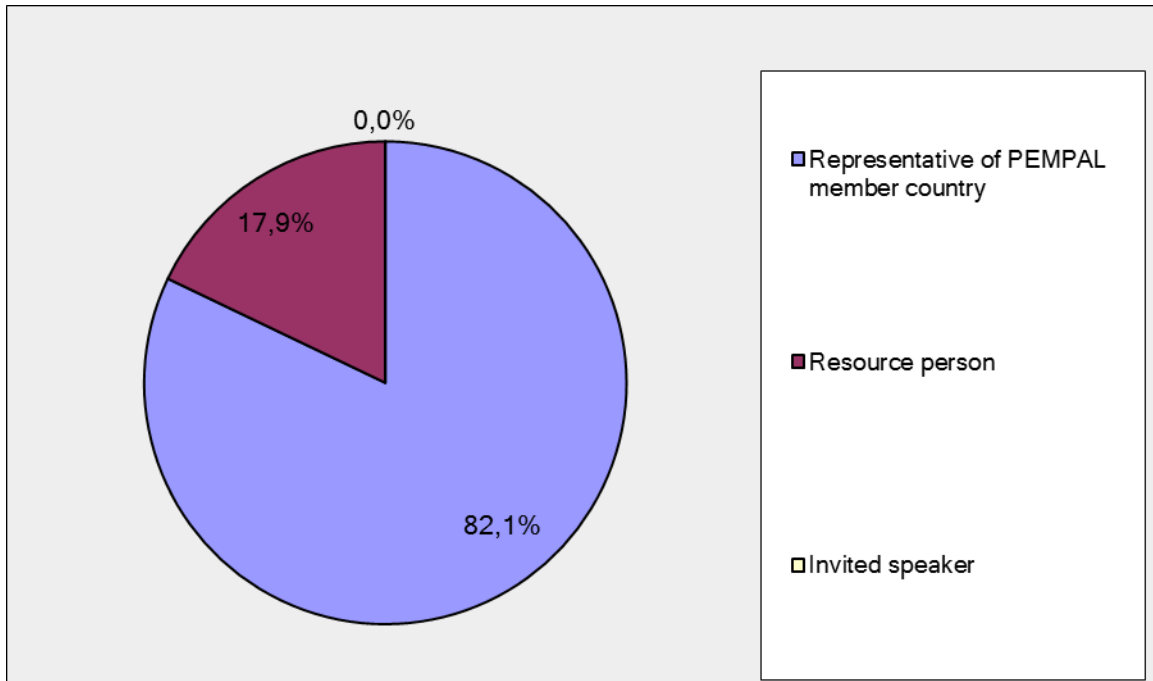
All these responses will be included in the general Feedback Event Database.

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...

29 (96.7%) respondents gave answers. Among them: 6 resource persons, 23 representatives of PEMPAL countries, 1 person did not indicate who he/she was.



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

29 (96.7%) respondents gave answers.

Answer Options	Response Percent		Response Count		
	all		all	representatives	Resource persons
Yes	31,0%	9	8	1	1
No	<b>69%</b>	<b>20</b>	<b>15</b>	<b>5</b>	<b>5</b>

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

21 respondents responded to this question.

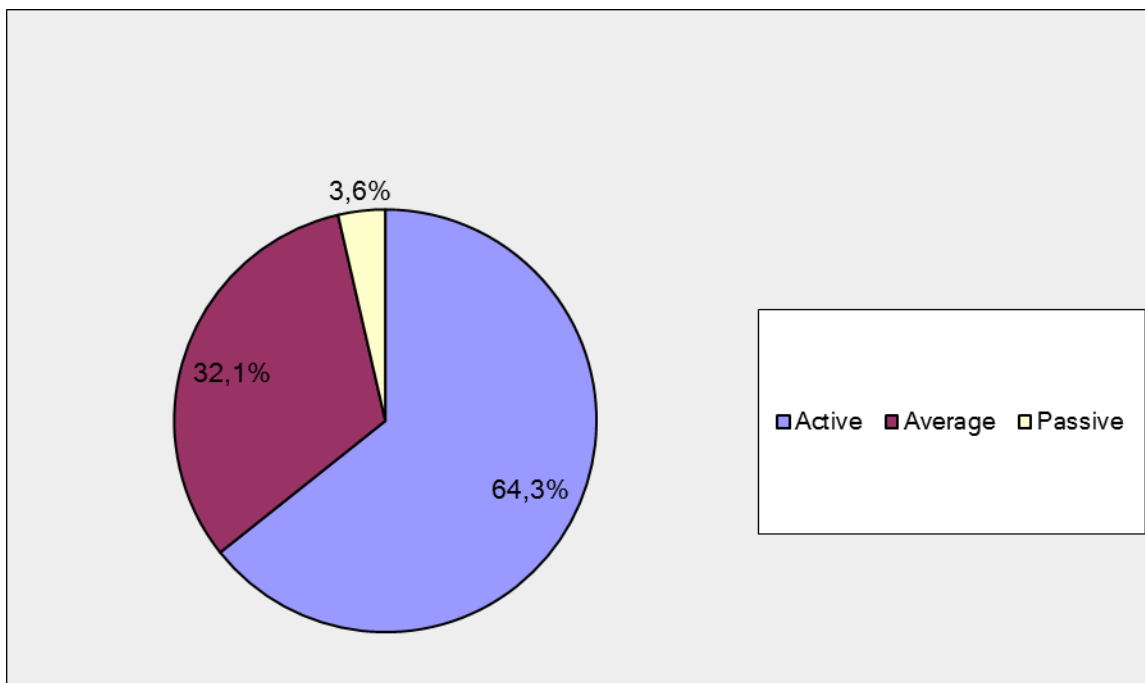
This question was seen only by those respondents who chose “No” in the previous question.

Answer Options	Response Count		
	all	representatives	Resource persons
1-2	5	5	0
3-4	6	5	1
5-6	1	0	1
More than 6	<b>9</b>	<b>6</b>	<b>3</b>

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

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

29 (96.7%) answers were given. 19 (65.5% of answered) respondents think that their participation in the event was ‘Active’. 9 (31%) respondents think that their participation was ‘Average’. 1 person chose the option “Passive”.



Among them:

5 resource persons were “Active” and 1 – “Average”

14 representatives of PEMPAL countries were “Active”, 8 – “Average, and 1 – “Passive”.

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

28 respondents (93.3%) answered this question. And most of them rated the event duration in a positive way.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Too short	25%	7	6	1
About right	<b>75%</b>	<b>21</b>	<b>16</b>	<b>5</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):**

28 respondents (93.3%) 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	2	<u>13</u>	<u>13</u>	28	<u>4,4</u>
b) I learned from the experience of other participants in the event	0	0	5	10	<u>12</u>	27	4,3
c) Participants had about equal level of prior expertise relevant to the event topics	0	<u>3</u>	7	<u>12</u>	6	28	<u>3,8</u>
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	3	10	<u>14</u>	27	<u>4,4</u>

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

15 comments were left<sup>1</sup>. Level of expertise is described in 12 of them.

2 respondents mentioned that “*We do not have enough experience...*”.

2 respondents think that “*... I have more knowledge and confidence compared to other seminar participants.*”

3 respondents describe their level as adequate: “*Own level of expertise ... was an adequate match to the expertise level of other participants related to the topics discussed at the event.*”

**Q8. What have you learned from other participants?**

14 comments were left. Here are some quotations:

*I received a lot of useful information about government asset accounting since I am engaged in different work. I am obviously going to collaborate with a group of people who do this type of accounting.*

*The presented experience of other countries related to practical implementation can be used in our country*

*I found experiences of developing and introducing accounting standards in Russia, Georgia, Turkey, and Tajikistan very interesting.*

<sup>1</sup> Full text of the comments see in the enclosed List of All Comments.

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

27 respondents (90%) 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	3	6	<u>18</u>	27	<u>4,6</u>
b) The content of the event was properly prepared	0	0	4	11	<u>12</u>	27	<u>4,3</u>
c) The event addressed issues important to my work	0	0	2	9	<u>15</u>	26	4,5
d) The event covered a right number of topics for the amount of time available	0	0	3	10	<u>13</u>	26	4,4
e) The topics for the group discussions were relevant	0	<u>1</u>	1	8	<u>17</u>	27	4,5
f) Enough time was reserved for group discussions	0	0	3	8	<u>15</u>	26	4,5
g) Presentations made during the event were relevant and useful	0	0	1	9	<u>17</u>	27	<u>4,6</u>
h) Enough time was reserved for questions to speakers	0	0	2	8	<u>17</u>	27	<u>4,6</u>

5 comments were left. 4 of them carry criticism or suggestions. Here and after pieces of critical feedback are underlined.

*Presentations were highly theoretical, not enough practical examples and experiences.*

*There should be more presentations about countries that have achieved results in the areas that are being covered.*

*There is not enough time for small thematic groups that examine concrete practical issues and raise many questions that need clarification.*

*Everything was very satisfactory, organization was executed brilliantly. Perhaps a little more time devoted to discussion would be even better.*

**Q10. Three thematic groups have been created during the Skopje event. Which group did you join during the event?**

28 respondents (93.3%) replied to this question.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
On Accounting Standards	21.4%	6	4	<u>2</u>
On Accounting of public assets	<u>50%</u>	<u>14</u>	<u>12</u>	<u>2</u>
On Financial reporting consolidation	28.6%	8	6	<u>2</u>

**Q11. How much do you agree with the following statements about the outcomes of the event? (Please rate each item):**

27 respondents (90%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) Participants have got enough information on the possible benefits of participation in the TCOP thematic groups activities	0	0	3	6	<u>18</u>	27	4,6
b) The identified scope of the work of the thematic group you participated in is relevant for your country	0	0	1	6	<u>17</u>	24	<u>4,7</u>

6 comments were left: Here are some quotations:

*It is very important when reforming accounting and accountability in the public sector and when developing accounting standards.*

*The offered discussion topics are always relevant and important: accounting standards, fixed assets registry, consolidation of financial statements and discussion around these topics and their elaboration opened up a window of opportunity for modification and implementation of good practices from other countries*

*Natalia from Ukraine did an excellent job in promoting the benefits of the thematic groups.*

## PART 2 EVENT ADMINISTRATION

### **Q12. Please rate the quality of the organization and administration of the event:**

27 respondents (90%) replied to this question.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b><i>Quality of organization</i></b>							
- choice of venue	0	0	4	6	<u>17</u>	27	4,5
- travel arrangements,	0	<u>2</u>	4	4	<u>13</u>	23	4,2
- event logistics	<u>1</u>	<u>2</u>	5	4	<u>14</u>	26	4,1
<b><i>Quality of administration</i></b>	<u>1</u>	<u>2</u>	4	5	<u>15</u>	27	4,1

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b><i>Quality of organization</i></b>							
- choice of venue	0	0	2	5	<u>14</u>	21	4,6
- travel arrangements,	0	<u>1</u>	1	4	<u>11</u>	17	4,5
- event logistics	<u>1</u>	0	3	3	<u>13</u>	20	4,4
<b><i>Quality of administration</i></b>	<u>1</u>	0	2	4	<u>14</u>	21	4,4

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
<b><i>Quality of organization</i></b>							
- choice of venue	0	0	<u>2</u>	1	<u>3</u>	6	4,2
- travel arrangements,	0	<u>1</u>	<u>3</u>	0	2	6	3,5
- event logistics	0	<u>2</u>	<u>2</u>	1	1	6	3,2
<b><i>Quality of administration</i></b>	0	<u>2</u>	<u>2</u>	1	1	6	3,2

There were left 8 comments. In 3 comments the respondents mentioned that everything was OK: *"I have to commend all those who have been engaged in the event organization. Everything was superbly done."*

Other 5 comments:

*Some problems with airport meeting and distribution of copies of material.*

*There were multiple issues this time with the itineraries, missing materials in the folders and general responsiveness of the secretariat team that was supporting the event on the spot.*

*It was rather difficult to get to Skopje. There was no information letter sent out in advance, as is the usual practice. To organize the transfers from the airport, I had to chase the organizers.*

*Materials were confused, the host country did not take the event seriously, not all seminar participants were sufficiently active.*

*In general the event was well run, but perhaps not to the same high standard of other events. Not all information was received in advance of the event, and copies of presentations etc. were not all present*

### **Q13. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

28 (93.3%) answers were given.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	<b>82.1%</b>	<b>23</b>	<b>21</b>	<b>2</b>
No	17.9%	5	1	<b>4</b>

**Q14. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?**

26 (86.7%) answers were given.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	<b>76.9%</b>	<b>20</b>	<b>17</b>	<b>3</b>
No	23.1%	6	3	<b>3</b>

**Q15. Did you use the wiki page in preparation for the event?**

27 responses (90%) were given. No comments were left.

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	40.7%	11	8	<b>3</b>
No	<b>59.3%</b>	<b>16</b>	<b>13</b>	<b>3</b>

**Q16. Are you satisfied with the quality of simultaneous interpretation provided during the event?**

26 (86.7%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	9	<b>17</b>	26	4,7

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	4	<b>16</b>	20	<b>4,8</b>

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	<b>5</b>	1	6	4,2

3 comments were given. All of them are positive. Only 1 comment consist of small negative note: *“The simultaneous translation was done well. The only issue was that some participants forgot to turn the microphones on and off.”*



**Q17. Are you satisfied with the quality of written translation of event materials?**

27 (90%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	1	9	<u>17</u>	27	4,6

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	1	4	<u>16</u>	21	<u>4,7</u>

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	<u>5</u>	1	6	4,2

2 comments were given:

*Not all country presentations were in handout material*

*Yes. The written translation was readable.*

## **PART 3 OVERALL IMPRESSION**

### **Q18. Did the event disappoint, meet, or exceed your expectations?**

27 (90%) participants answered the question. Nobody was disappointed.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Disappoint	0,0%	0	0	0
Meet	<u>92.6%</u>	<u>25</u>	<u>20</u>	<u>5</u>
Exceed	7.4%	2	1	1

### **Q19. What did you like best about the event?**

17 comments were left. All of them are valid. 1 commentator “*enjoyed the overall event*”. Participants like best:

**Working group meetings and discussions** – 12 comments - for example: “*...During group discussions, different questions were raised and responses offered in relation to the specific topic...*”

**Experience exchange** - 4 comments – for example – “*...exchange of opinions between the participants led to a whole range of new topics for further PEMPAL work, which are important to all participants.*”

**Presentations** - 3 comments – for example – “*Participants' presentation...*”

**Experts work** - 2 comments – for example – “*... the ability of the expert to engage the participants*”.

### **Q20. What did you not like most about the event?**

12 comments were left. 7 of them are comments like: “*Everything was fine*”  
So there are only 5 comments with negative remarks:

*The preparation and logistics were not up to the usual standard*

*Internet at the hotel was not working.*

*All presentations were delivered late.*

*Limited participation of a large number of participants in thematic group*

*Free time activities would be more and we couldn't see the city enough*

**Q21. Do you plan to brief your colleagues on this event?:**

26 (86.7%) participants answered the question.

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	<u>96,2%</u>	<u>25</u>	<u>21</u>	<u>4</u>
No	3.8%	1	0	1

**Q22. How do you plan to brief your colleagues?**

Answered question – 23 (76.7%).

This question was seen only by those respondents who chose “Yes” in the previous question.

Answer Options	Response Count		
	all	representatives	Resource persons
Share materials	12	8	<u>4</u>
Make a presentation	7	5	2
Prepare a back-to-office report	<u>15</u>	<u>14</u>	1

2 comments were given:

*Verbally*

*Verbally, and if necessary, or if my colleagues from the thematic group and I are requested to prepare a detailed report, we will draft the report on all the issues that were discussed.*

**Q23. How much do you agree with the following statement?**

26 respondents (86.7%) answered this question. Average rating is positive.

Answer Options	1 strongly disagree	2	3	4	5 strongly agree	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	0	3	6	<u>17</u>	26	4,5

Representatives of PEMPAL countries

Answer Options	1 strongly disagree	2	3	4	5 strongly agree	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	0	3	4	<u>14</u>	21	4.5

Resource persons

Answer Options	1 strongly disagree	2	3	4	5 strongly agree	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	0	0	2	<u>3</u>	5	<u>4.6</u>

**Q24. How can you apply the acquired knowledge?**

13 comments were left. Here are some quotations:

*We are in the process of developing and transitioning to international government asset accounting standards and the information I received during the seminar about other countries' experiences will help our current efforts in this area.*

*First and foremost, our job is focused on valid legal framework and implementation of by-laws, especially related to treasury operations. In the future, there might be a possibility to implement positive experiences gained from the meetings similar to the one held in Skopje.*

*Everything that can present an addition to everyday work, in line with legal regulations.*

*Since the meeting mostly focused on problem identification and agreements on future plans for discussion on those problems, specific knowledge is not applicable. Namely, we already know what kind of issues are bothering us, and since no concrete solutions were offered, we are expecting more meetings in the future.*

**Q25. Overall, my satisfaction with the event was...**

Answered question – 27 (90%). There were no negative answers. And most of the respondents considered themselves as ‘highly satisfied’.

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	2	11	<u>14</u>	27	4,4

Representatives of PEMPAL countries

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	8	<u>12</u>	21	<u>4.5</u>

Resource persons

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	<u>3</u>	2	6	4.2

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

### **Q26. Do you have any suggestions to improve the content, approach and other aspects of such events in future:**

11 comments were left, and 9 of them consists suggestions. Here are some quotations:

*These events should be organized in countries that have achieved good results in the areas being covered. A visit to the host country's Treasury.*

*Increase the time allocated to meetings in small groups to 3 days, identify and prepare the moderators and facilitators, set strict time limits on presentations, pick the host country more carefully.*

*Since everything in Skopje was satisfactory, please just continue in the same fashion*

*Perhaps more experiences from the countries which have established a system*