

## **PEM PAL BCoP SV to Cracow FEEDBACK Survey**

On December 9-12, representatives from the Budget Community of practice (BCOP) met to examine the approach used by Poland for program budgeting at the local level in Cracow, Poland.

After the event, the on-line survey in two languages was created. The aim of the survey was to receive event feedback.

Link to the survey – <https://www.surveymonkey.com/s/BSLF3FN>

The survey started to collect responses on December 13 and finished on December 18, 2013. Invitations to take part in the survey were sent to all participants (15) of the study visit. 13 persons started to response to the survey. 12 (92.3% of started) responses were fully completed. In this report, we analyze all 13 responses. For further calculation, we take this quantity as 100%.

All these responses will be included in the general Feedback Event Database. All responses are not identified by source and sent on a confidential basis to Nina Duduchava of the World Bank who prepares this report.

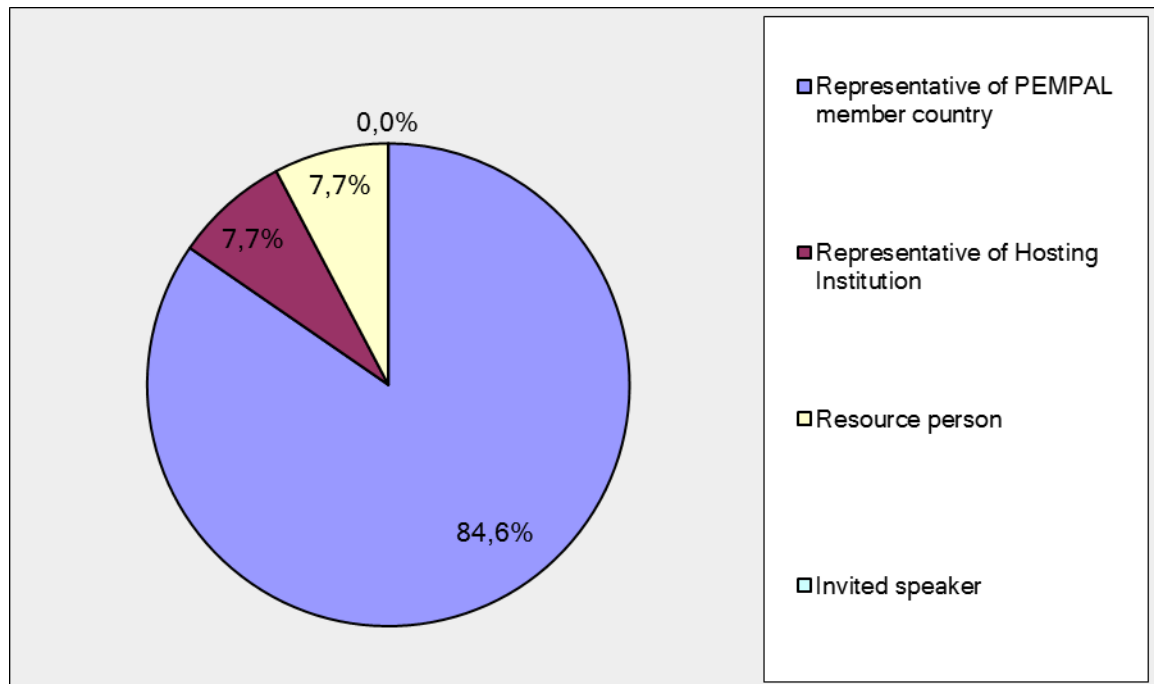
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are total 23 questions.

## ABOUT THE RESPONDENT

### Q1 You are..

13 (100%) respondents gave answers.

Answer options	Response Percent	Response Count
Representative of PEMPAL member country	<b>84,6%</b>	<b>11</b>
Representative of Hosting Institution	7,7%	1
Resource person	7,7%	1
Invited speaker	0,0%	0



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

13 respondents (100%) answered this question. And 69.2% of them replied “Yes”.

Answer Options	Response Percent	Response Count
Yes	<b>69,2%</b>	<b>9</b>
No	30,8%	4

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

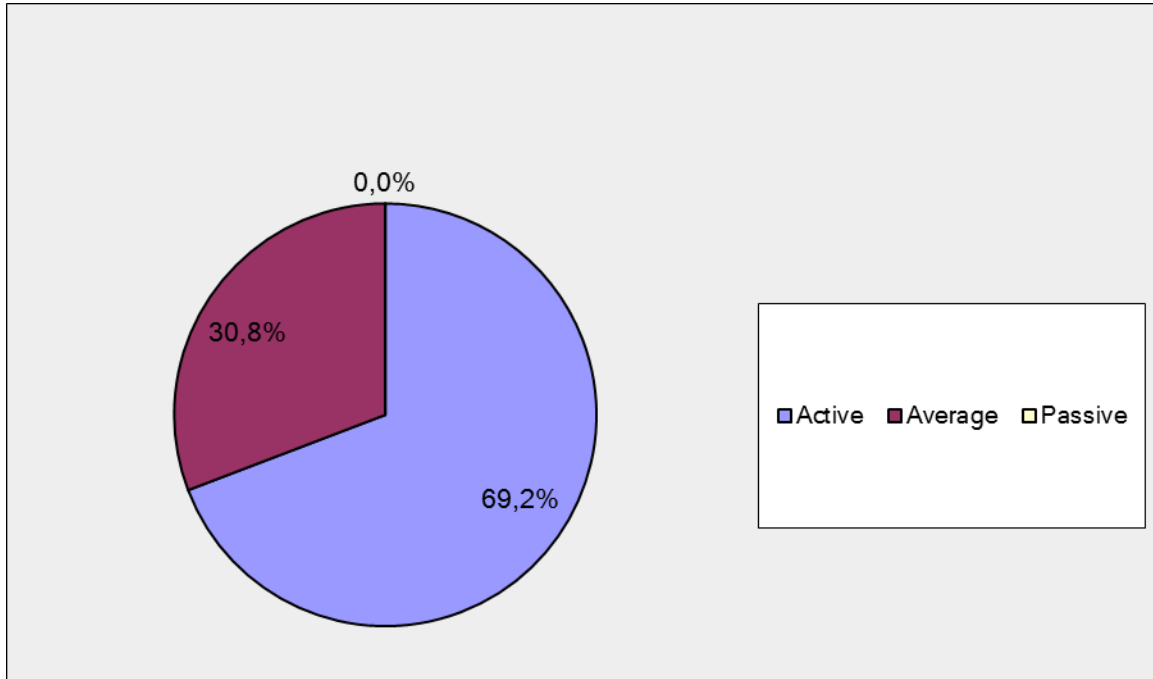
This question was seen only by those respondents who chose “No” in the previous question. 4 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
<b>2</b>	1	0	1	4

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

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

13 (100%) answers were given. 9 (69.2%) respondents think that their participation in the event was 'Active'. 4 (30.8%) respondents think that their participation was 'Average'. And nobody chooses the option "Passive".



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

13 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	38.5%	5
About right	<b>61.5%</b>	<b>8</b>
Too long	0,0%	0

**Q6. How much do you agree with the following statements about the participants of the event?**

12 respondents (92.3%) 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	0	2	<u>10</u>	12	<u>4,8</u>
b) I learned from the experience of other participants in the event	0	0	<u>2</u>	4	<u>6</u>	12	4,3
c) Participants had about equal level of prior expertise relevant to the event topics	0	0	<u>4</u>	<u>4</u>	<u>4</u>	12	<u>4,0</u>
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	0	3	<u>9</u>	12	<u>4,8</u>

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

12 responses (92.3%) were received.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The event agenda was properly planned	0	0	1	4	<u>7</u>	12	4,5
b) The content of the event was properly prepared	0	0	1	2	<u>9</u>	12	4,7
c) The event addressed issues important to my work	0	0	0	3	<u>9</u>	12	<u>4,8</u>
d) The event covered a right number of topics for the amount of time available	0	0	1	<u>7</u>	4	12	4,3
e) Presentations made during the event were relevant and useful	0	0	1	4	<u>7</u>	12	4,5
f) Enough time was reserved for questions to speakers	0	0	2	<u>10</u>	0	12	<u>3,8</u>

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

1. . *There was not enough time for questions and answers on the second day.*
2. *Content of the event covered all levels of budgets, visit to the office of Marshal has clarified the structure of the fiscal system in Poland.*

3. *The agenda was very well and logical structured, covering the information needs of participants regarding budget planning process in Poland and, in particular, program budgeting at local level.*
4. *Objectives of the study visit were clearly identified; the proposed plan of activities was clearly executed at a high level. At the same time due to lack of time some of the questions relating to the system of program budgeting in Poland in general were not covered.*
5. *Topics on the lecture were very interesting and useful. Some of the presentations, which were very interesting, were outside the scope of program budgeting, but to listen to the lecture about program budgeting two days would become monotonous.*
6. *The agenda had to be flexible in light of three government levels being involved which created additional challenges for Secretariat and Resource Team; in regards to having to change agenda times to accommodate a tour of regional parliament and other speakers at short notice: However, the delivery to participants was implemented seamlessly through close coordinated efforts of Secretariat; resource team rep and the hotel behind the scenes*
7. *I assume that it would be good if there was more time reserved for discussions.*

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

12 responses (92.3%) were received.

<b>Event objective has been achieved:</b>	<b>1 strongly disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 Strongly agree</b>	<b>Response Count</b>	<b>Average</b>
Improved knowledge of program budgeting in Poland through PPT presentations, and more effectively through discussions with peers on how best these reforms can be applied at the local government level	0	0	2	4	<u>6</u>	12	<u>4.3</u>
Had the opportunity to consider and discuss with peers and experts how the approaches outlined during the study visit could be applied to my own country contexts (if appropriate) and how my own experiences could be meaningful for other countries.	0	0	2	<u>5</u>	<u>5</u>	12	<u>4.3</u>

5 informative comment was left:

1. *There was not enough time for discussion program budgeting with the colleagues*
2. *As a result of the event, I obtained general knowledge about budget process in Poland, current legal framework regulating this area, intergovernmental relationships, structure of the local administration and relationships between different levels, details (with examples) about program budgeting at the local level.*
3. *All participating countries are practically at same level, but we did not have time to discuss the details.*
4. *In this section, it was within the limits of optimal since the participating countries are at the different stages and at the different levels of the budget planning reform.*
5. *It was very useful to had the opportunity to consider the approaches to Program based budgeting in other countries.*

## ***PART 2 EVENT ADMINISTRATION***

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

Answered question – 12 (92.3%). All of the ratings are very high.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	0	0	0	<u>12</u>	12	<u>5</u>
Quality of administration	<u>1</u>	0	0	3	<u>12</u>	12	<u>5</u>

There was left 7 comment.

1. *Very good organized event. Secretariat was actively maintained a correspondence and reacted promptly to any questions and requests*
2. *All organization and administration was in high professional level. Thank you!*
3. *It has to be mentioned a very high level of organization and administration of the event.*
4. *Organization was great, no problem at all.*
5. *Frankly, it can be expected!*
6. *Tamara from the Secretariat and Gregor Oraweic from Polish regions should be commended for effective delivery of very complex event which involved so many levels of government.*
7. *Quality of the organization was completely enough.*

### **Q10. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

12 (92.3%) answers were given. And all the responses were “Yes”.

### **Q11. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?**

12 (92.3%) answers were given. And all of them were “Yes”.

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

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

12 responses were given (92.3%) to both questions.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
simultaneous interpretation	0	0	0	3	<u>9</u>	12	<u>4,8</u>
written translation	0	<u>1</u>	0	2	<u>9</u>	12	4,6

There were 2 comments to Q12 and 4 comments to Q13.

*Q12*

1. *Interpretation was literate, it was all clear and simultaneous.*
2. *Quality of simultaneous interpretation was very high*

*Q13*

1. *Quality of received material satisfied us 100 % but it would be good to have translated speakers' materials before the event.*
2. *There was only one document in Russian - Bulletin of the performance budgeting system at the local level in Poland prepared by PEMPAL resource team. All presentations on the 3 days were presented in English powerpoint without translation (except simultaneous translation of speaking).*
3. *I have no objections to the translation from English and Russian language into Serbian because the translator did her job correctly and professionally. Croatian and Serbian language are very, very similar and mutually comprehensible, but different. The problem for us, Croatians, was with simultaneous translation into Serbian language for those words that are different from Croatian and we wasting time trying to figure out about what it might mean in Croatian language. This is particularly a problem for the younger generation who had not encountered the Serbian language during their education. Therefore specifically suggest, if possible, to have two translators (as it was in Cracow), with one being a translator for Croatian language, and the other for the Serbian, and that each change.*
4. *Quality of written translation was very high.*



## **PART 3 OVERALL IMPRESSION**

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

There are 12 (92,3%) answered question..

Answer Options	Response Percent	Response Count
Disappoint	8,3%	1
Meet	<u>75%</u>	<u>9</u>
Exceed	16,7%	2

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

11 comments were left.

- 1. First, we had possibility to exchange experience with colleagues from other countries including Polish colleagues. Second, the social event were very interesting, especially excursion to salt mine.*
- 2. Presentations of Poland representatives were interesting.*
- 3. Practical presentations.*
- 4. Good event organization, presentations of participants were interesting.*
- 5. Presentations of Polish colleagues.*
- 6. It was very useful to hear about Cracow local administration's experience in program budgeting and discuss concrete and relevant examples. In particular, I found interesting the way are divided staff costs between different programs and practical aspects of budget programming in the context of regional development policy. Organizational aspects were at the high level and work climate was ensured.*
- 7. Organization was good. Interpretation was simultaneous. Given information was interesting.*
- 8. A pleasant atmosphere, which is a prerequisite for good cooperation.*
- 9. The discussions and questions from the participants; the range of speakers from the different government levels.*
- 10. I liked most of all the opportunity to have discussions with colleagues from other countries.*
- 11. Organization of the event and discussions in a nice and friendly atmosphere.*

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

7 informative comments were left. 2 of them are comments like “Everything was on a good level.”

It means that there are 5 comments about elements which were not like by participants.

- 1. There were less time than we wanted.*
- 2. Not enough time for the event, for which reason it was fully enough time for questions and speakers answers.*
- 3. It was not enough time to learn this very problem given information did not reflect full the theme of the event.*
- 4. Last minute changes to the agenda from the Polish government coordinator; added extra challenges in regards to logistics which were however met by coordinated support from Secretariat; who was able to move prebooked events to accommodate changes.*
- 5. I did not like most of all the insufficiency of written materials (books, guidelines etc.).*

### **Q17. Do you plan to brief your colleagues on this event?**

12 responses were given (92.3%) and all of them are “Yes”.

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

12 responses were given

Answer Options	Response Percent	Response Count
Share materials	58,3%	7
Make a presentation	25,0%	3
Prepare a back-to-office report	<b>66,7%</b>	<b>8</b>

3 comments were left:

- 1. During the discussion of further action on implementation of program budgeting.*
- 2. I will present (using materials) orally information about budgetary reforms in Poland.*
- 3. I am able to contact representatives of 576 units of local self-governments in Croatia, as well as of other bodies, both national and local levels, and share with them the experience received in Crakow directly in the conversation.*

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

12 respondents (92.3%) replied to this question.

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	2	4	<b>6</b>	12	4,3

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

7 comments were left.

- 1. In development of methodological materials and advice to local budgets.*
- 2. Experience of Poland and other countries will help very much in comparing program budgeting in the world level, based on materials.*
- 3. Poland experience in strategic planning and formulation of the purposes (tasks) for the authorities will help to form methodology of program-targeted approaches in budget planning.*
- 4. At the stage of expenditures dividing on programs, Cracow's experience in program budgeting can be applied.*
- 5. In a way that I will convey people who are older than me what is in my opinion well settled in Poland, and suggest to consider how it would be "mapped" on Croatian territory.*
- 6. I could apply the acquired knowledge in the annual budget procedure.*

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

Answered question – 12 (92.30%). There were no negative answers. And most of the respondents (83.3%) considered themselves as ‘highly satisfied’.

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average rating
0	0	0	2	10	12	4,8

## **RECOMMENDATIONS FOR THE FUTURE**

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

6 comments were left and 5 of them consist suggestions.

1. *More visits in institutions.*
2. *I suggest to give the general information about administrative and budget structure of the country during the first session (10-15 min).*
3. *In order to ensure more effectiveness of such events, in addition to the summary report on program budgeting prepared by PEMPAL and distributed before the event, it will be helpful that the organizer provide participants more detailed information about budget process of host country also before the event (eg copies of budgetary laws, acts, methodologies, budget actors and their responsibilities etc.), more information about organizational structure of public administration (ex: responsibilities and duties of central and local administration, relationships between them, etc.). This will result in better understanding of information that is presented during the visits and will ensure priority focusing on visit's topics and not to understand general context.*
4. *I would like to have more basic information about the budget process in the country before the event. It would be very useful for preparation.*
5. *It necessary before each event to provide translated presentations to fully reflect the problem with purpose to learn and formulate questions.*

### **Q23. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?**

6 informative comments were left.

1. *Next planned meetings will give big experience to MOF workers.*
2. *Participation in next PEMPAL events.*
3. *Continued learning experience of other countries, and the organization of meetings, where participants in addition to speakers' topics can exchange information regarding reforms, success or difficulties in practical implementation.*
4. *Learning country's experience "on the site" and "live" communication with colleagues give the biggest benefit than other products.*
5. *All kinds of studies that compare countries in the field of their budget process would be very useful.*
6. *At a lecture I saw the word "decentralization". Significantly, the word was in quotes. I think it would be interesting to know experiences of other countries in relation to the decentralized functions. Therefore, I suggest that one of the topics in PEMPAL seminars will be decentralization, no matter whatever that means! If possible, with two translators*

*(as it was in Cracow), with one being a translator for Croatian language and the other - Serbian, and that each change.*