

# **PEM PAL BCOP SV TYPE B UKRAINE TO ESTONIA**

## **FEEDBACK SURVEY**

On October 2-3, 2014, BCOP PEMPAL organized Study Visit (type B) of Ukrainian budget officials to Estonia.

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://ru.surveymonkey.com/r/NVZ5ZG8>

The survey started to collect responses on October 22 and finished on November 05, 2014.

Invitations to take part in the survey were sent to 16 participants of the workshop.

7 responses (43.8%) were fully completed. In this report, we analyze all 7 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..**

7 (100%) respondents gave answers and all of them - Representatives of PEMPAL member country

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

7 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Yes	57,1%	<u>4</u>
No	42,9%	3

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

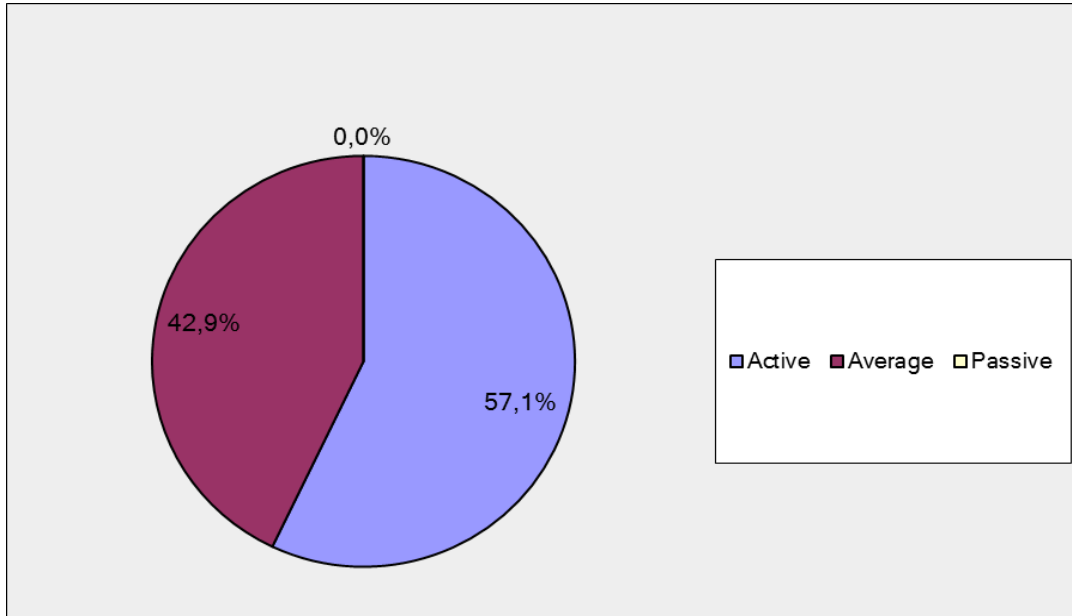
This question was seen only by those respondents who chose “No” in the previous question.  
3 respondents answered this question.

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

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

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

7 (100%) answers were given. 4 (57.1% from responded) respondents think that their participation in the event was 'Active'. 3 (42.9%) respondents think that their participation was 'Average'. Nobody chooses the option "Passive".



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

7 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	57,1%	<u>4</u>
About right	42,9%	3
Too long	0,0%	0

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

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

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

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

3 comment were left: (Here and after pieces of critical feedback are underlined.)

*Thank you, everything was actual*

*Some information was repeated by different speakers. As our visit was short this shortened time for other themes.*

*Content design of the event was on a high level*

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

7 responses (100%) 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>
Obtaining the international experience in the sphere of intergovernmental relations, budget transfers, allocation of functions and powers between various levels of government	0	0	0	1	<u>6</u>	7	4,85

2 comments were left:

*Acquired experience is important for the reforms in Ukraine*

*I will use the experience acquired during the event in my daily work*

## PART 2 EVENT ADMINISTRATION

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

Answered question – 7 (100%). Most of the ratings are high.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	0	1	<u>4</u>	2	7	4,1
Quality of administration	0	0	0	1	<u>6</u>	7	<u>4,9</u>

There were left 2 comments.

*Incoordination of the date of return flight.*

*Generally, the event organization was on a high level with the small exception: little problem with the date of departure and so the expenses incurred (personal and non-compensated) on one additional day in the hotel. And absence of travelling allowance.*

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

7 (100%) 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?**

7 (100%) answers were given. And all of them were “Yes”.

### **Q12. Are you satisfied with the quality of consecutive interpretation provided during the event? Q13. Are you satisfied with the quality of written translation of event materials?**

12 responses were given (100%) to Q12 and 6 (85.7%) — to Q13.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
consecutive interpretation	0	0	0	0	<u>7</u>	7	<u>5.0</u>
written translation	0	0	1	2	<u>3</u>	6	<u>4,3</u>

There was left 1 comment to Q12 and 1 comment to Q13.

*Q12*

*I satisfied with the quality of consecutive interpretation*

*Q13*

*Not all materials were translated but it was not a big problem*

## **PART 3 OVERALL IMPRESSION**

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

There are 7 (100%) answered question.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<u>71,4%</u>	<u>5</u>
Exceed	28,6%	2

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

4 comments were left. 1 of them is a comment like: “Everything”.

1. *Meeting in Ministry of Internal Affairs*
2. *Most of all I liked the content of presentations and accommodation*
3. *Meetings with the representatives of Estonian MoF, acquired information is very useful for my work*

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

2 informative comments were left. 1 of them is a comment: “*I liked everything*” It means that there is 1 comment about elements, which were not like by participants.

*I wrote already above: the personal expenses incurred on one additional day in the hotel. And absence of travelling allowance.*

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

12 responses were given (100%).

Answer Options	Response Percent	Response Count
Yes	85,7%	<u>6</u>
No	14,3%	1

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

6 responses were given

Answer Options	Response Percent	Response Count
Share materials	50,0%	3
Make a presentation	33,3%	2
Prepare a back-to-office report	83,3%	5

No comments were left.

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

7 respondents (100%) replied to this question. And 100% of them were ‘strongly agree’ with the statement: «I will be able to apply the knowledge acquired at this event to my work”

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

4 comments were left.

1. *In preparing informational materials*
2. *In elaboration of legislative acts on community voluntary association, on community cooperation*
3. *I can use the acquired knowledge during analytical and informational materials preparation for my bosses*
4. *In preparation of proposals on amending of Ukrainian budget legislation*

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

Answered question – 7 (100%). And 71.4% of the respondents (5) considered themselves as ‘highly satisfied’. Rating given by 2 persons (28.6%) was “4”. Average rating is 4.7.



## **RECOMMENDATIONS FOR THE FUTURE**

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

4 comments were left and 3 of them consist suggestions.

1. *"Organization of meeting with local government bodies (not only in Tallinn but with small municipalities, districts (volost)). Preferably to have Russian translation of the presentations"*
2. *Event content was planned as required by Ukrainian specialist. In future, we would like to have more handout materials in such events.*
3. *For detailed study visit it would be better to have more meetings with colleagues on different budget matters*

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

3 informative comments were left.

1. *The distribution of expenditure responsibilities between budget levels of the alignment system of local budgets*
2. *Study visits to the countries with the similar economic structure, population, and transition period in the recent past*
3. *Possibility to use materials published on the PEMPAL web-site*