

PEM PAL BCOP Workshop on Budget Literacy

FEEDBACK SURVEY

On May 20th, 2015, the PEMPAL BCOP Budget Literacy workshop took place in Warsaw, Poland. After the event, the on-line survey in three languages was created. The aim of the survey was to receive event feedback.

Link to the survey – <https://www.surveymonkey.com/r/8C8WRTT>

The survey started to collect responses on May 25 and finished on May 29, 2015.

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

11 responses (68.8%) were received. In this report, we analyze all 11 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.

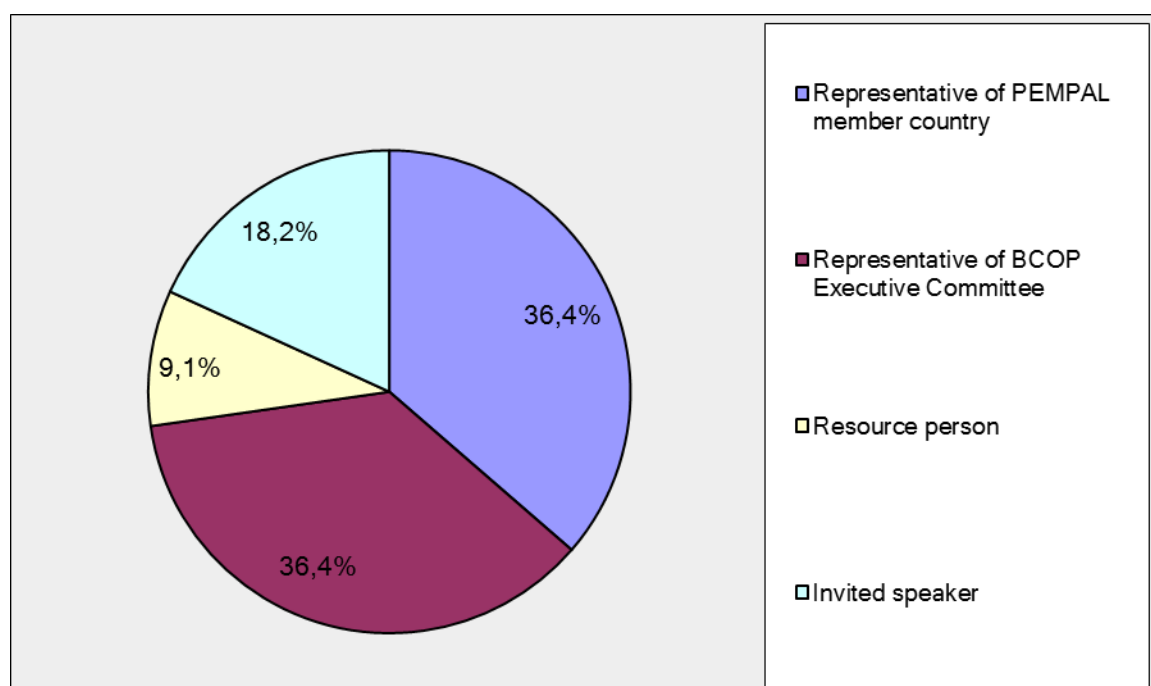
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are a total of 25 questions.

ABOUT THE RESPONDENT

Q1 You are..

11 (100%) respondents gave answers.

Answer Options	Response Percent	Response Count
Representative of PEMPAL member country	36,4%	4
Representative of BCOP Executive Committee	36,4%	4
Resource person	9,1%	1
Invited speaker	18,2%	2



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

11 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Yes	36,4%	4
No	63,6%	7

Q3. How many PEMPAL events have you attended before?

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

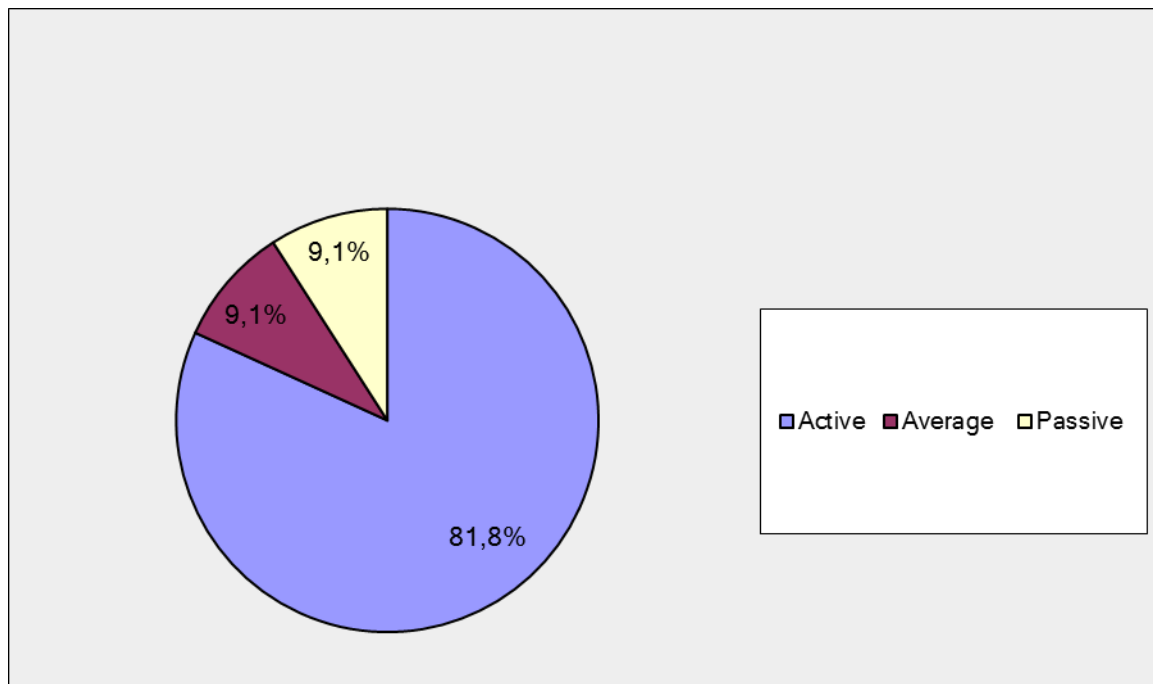
1-2	3-4	5-6	more than 6	Response Count
0	2	1	4	7

PART I EVENT DELIVERY

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

11 (100%) answers were given.

Answer Options	Response Percent	Response Count
Active	<u>81,8%</u>	<u>9</u>
Average	9,1%	1
Passive	9,1%	1



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

11 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	18,2%	2
About right	<u>81,8%</u>	<u>9</u>
Too long	0,0%	0

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

11 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	3	<u>8</u>	11	<u>4,7</u>
b) I learned from the experience of other participants in the event	0	0	<u>1</u>	3	<u>7</u>	11	4,5
c) Participants had about equal level of prior expertise relevant to the event topic	0	0	<u>3</u>	<u>5</u>	2	10	<u>3,9</u>
d) Content of presentations, hand-outs and other materials were appropriate for person with my level of knowledge	0	0	<u>1</u>	1	<u>9</u>	11	<u>4,7</u>

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

8 comments were left.

- 1. All countries in varying degrees have a policy on budget literacy and citizen participation in the budget process.*
- 2. I participate in all budget processes in my country. So I think that my level of knowledge in this area is high, but also the level of knowledge of most participants was high.*
- 3. The participants were generally competent in the workshop topic, which allowed the exchange of experience not only during the presentations, but also during informal communication. Not the big rating for option (c) is related only to the fact that the approaches in addressing the issues raised in the different countries are not the same.*
- 4. I was very impressed by the organization and professionalism of the event, the scope of the information provided and the enthusiasm of the participants.*
- 5. I have been working at Budget Department for more than 6 years. Other participants have also spent more or less the same 6 years or more than this years*
- 6. The experience of the Russian Federation in the sphere of budget literacy is considered significant, we will be happy to share our experiences with the WG participants at the next meeting. We think UK and Canada experience in this sphere very useful*
- 7. Russian approach to the construction budget for the citizens - for different target groups, and other participants have many years of experience with the individual target groups. In budget literacy Russian side has more attention to all the budget - expenditures and revenues, other participants pay more attention to taxes.*
- 8. It was quite OK.*

Q8. What have you learned from other participants?

10 comments were left.

1. *The importance of the themes in the budget system of any country was highlighted and justified, the good practice of introducing mechanisms of information for citizens and their results were clearly shown.*
2. *Some countries have more experience in the field of budget literacy. Most interesting for me was that already in middle school there are conducted training on understanding the budget and the budget process. Our Ministry has not taken any actions related to cooperation with schools and universities in order to improve knowledge of the budget process.*
3. *Different approaches to budget literacy were very interesting ranging from an NGO in Canada engaging students in budget formulation process including given them opportunities to present their views to Minister of Finance; to UK and the HRM Revenue Service preparing animated media advertisements on how important it is for citizens to pay taxes; to Russian Federation's citizens budget project whereby they are finding out information needs and gaps for different target groups for budget portal and also developing curriculum for schools. The results of pre-workshop survey were also very interesting as showed status of reforms in 14 of the 15 countries participating in the BCOP Budget Literacy Working Group.*
4. *Most useful for me was the experience of Russia and the UK in terms of ensuring the availability of the budget for all citizens, irrespective of membership in any social group or level of education*
5. *That there is no prescribed mechanism for budget literacy, it is about making it appropriate for the culture of each country.*
6. *Their implementations about budget literacy*
7. *Important details in material presenting, visualization*
8. *I noted Important details in material presenting, visualization, expanding coverage*
9. *Presentations were made very interesting with different video and audio materials, the experience of the Russian Federation, the United Kingdom, Canada was interesting and useful, during the discussions, questions-answers further clarification on the topics of presentations were received.*
10. *"That the transparency is more important that I think. I understood that is an important tools for:*
 - fighting against corruption;*
 - becoming more desirable for different stakeholders;*

Q9. How much do you agree with the following statements about the content design of the event?

11 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	4	<u>7</u>	11	4,6
b) The content of the event was properly prepared	0	0	0	3	<u>8</u>	11	4,7
c) The event addressed issues important to my work	0	0	0	1	<u>10</u>	11	<u>4,9</u>
d) The event covered a right number of topics for the amount of time available	0	0	0	4	<u>7</u>	11	4,6
e) Presentations made during the event were relevant and useful	0	0	0	3	<u>8</u>	11	4,7
f) Enough time was reserved for questions to speakers	0	0	<u>1</u>	4	<u>6</u>	11	<u>4,5</u>

8 comments were left:

- 1. In general, as the first meeting of the budget literacy WG, I think it was high enough.*
- 2. The presentations were very interesting. I liked how it was done in the UK.*
- 3. Thank you to Ziva from the Secretariat who made all the logistical arrangements in a timely and efficient way.*
- 4. I gave not a great rating to the items related to the information provided and the designated time. Topics discussed at the workshop were very relevant, country experience was different, I like practice and methodology I would like to receive more detailed information*
- 5. I liked the performance of the speaker from the UK, her presentation was simply magnificent*
- 6. Canada's presentation I already had heard in other event*
- 7. Covered themes are very interesting and actual but there was not enough time to cover all practical aspects in host country work*
- 8. I wish in the future to participate on this kind of events. I like to share experience with this group of professional civil servants..*

Q10. How much do you agree with the following statements about the outcomes of the event?

11 responses (100%) were received.

Event objective has been achieved:	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
To learn from international experience on approaches to raise budget literacy among citizens and to enhance budget openness and accessibility.	0	0	0	5	<u>6</u>	11	4,5

6 comments were left:

1. *Yes, the event has reviewed the international experience in these topics. A bit strange question))))"*
2. *Presentations on the achievements of the countries on this subject were very interesting and useful. Information received suggests that the countries (an example of which the presentations were made) are still at the stage of searching for optimal tools and approaches to improve budget literacy and budget availability. At the same time there was no information about how civil society is satisfied with the results and how the state intends to organize (improve) a dialogue with society on budget matters.*
3. *We hope to continue to study international experience in improving budget literacy of citizens, openness and accessibility of the budget in the next WG meetings.*
4. *During the event we acquired a good idea of global experience and planned subsequent study of it/ It is too early to speak that we have already learned it.*
5. *It was not enough time, and may need to cover experience of some other countries*
6. *I like the materials presented by representatives from UK and Canada.* .

PART 2 EVENT ADMINISTRATION

Q11. Please rate the quality of the organization and administration of the event:

Answered question – 11 (100%).

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	0	0	1	<u>10</u>	11	4,9
Quality of administration	0	0	0	1	<u>10</u>	11	4,9

There were left 4 comments.

Organizers of the event were very friendly, agreeable, the arise problems were solved quickly and constructively.

The first working group meeting was held at a very high level

Everything was on a high level

Everything was as usual on a high level, that thanks to the PEMPAL Secretariat, all issues were resolved quickly and in a timely manner.

Q12. Did you receive agenda and event information in sufficient time before the event for them to be useful?

11 (100%) answers were given. And all the responses were “Yes”.

Q13. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

11 (100%) answers were given. And all of them were “Yes”.

Q14. Are you satisfied with the quality of consecutive interpretation provided during the event? Q15. Are you satisfied with the quality of written translation of event materials?

10 responses were given (90.9%) to Q14 and Q15.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
consecutive interpretation	0	0	<u>1</u>	2	<u>7</u>	10	4,6
written translation	0	0	<u>1</u>	1	<u>8</u>	10	4,7

There were left 3 comments to Q14 and 3 comments to Q15.

Q14

I rate the simultaneous interpretation as “good”

I listened in English, made a presentation in Russian so I did not listen to interpretation

Interpretation was a bit difficult to understand.

Q15

No question to the workshop on budget literacy.

Written translation was great/

All materials were well prepared and printed on a color printer, which gave a better perception of the presentation.

PART 3 OVERALL IMPRESSION

Q16. Did the event disappoint, meet, or exceed your expectations?

There are 11 (100%) answered question.

Answer Options	Response Perce	Response Coun
Disappoint	0,0%	0
Meet	80,0%	8
Exceed	20,0%	2

Q17. What did you like most about the event?

9 comments were left.

1. *Demonstration of visual mechanisms for using the practices in the field of budget literacy*
2. *UK and Canada experience.*
3. *The country case studies were very interesting. I liked the demonstration of video advertisements and the use of multi-media by some of the speakers.*
4. *Form of the seminar (its official and unofficial parts) make our communication easier*
5. *The variety of views and the level of interest shown.*
6. *Presentation by A. A. Blokhin*
7. *interested and professional participation of all participants in the discussion*
8. *The choice of countries was successful for the presentation, moderators (resource team) as always led the event qualitatively according to the agenda, summed up and summarized*
9. *The experience shared..*

Q18. What did you not like most about the event?

6 comments were left. And 3 of them are like “I liked everything”

1. *I could not communicate with those representatives who did not speak Russian because there was not an interpreter.*
2. *Would have been good to have name tags already and more formal introductions during the opening night dinner*
3. *Lunch was rather late for me!*

Q19. Do you plan to brief your colleagues on this event?

10 responses were given (90.9%). And all responses (100%) were “Yes”.

Q20. How do you plan to brief your colleagues?

10 (90.9%) responses were given

Answer Options	Response Percent	Response Count
Share materials	80,0%	8
Make a presentation	20,0%	2
Prepare a back-to-office report	<u>100,0%</u>	<u>10</u>

1 comment was left:

Plan to discuss with colleagues in the department.

Q21. How much do you agree with the following statement?

10 respondents (90.9%) replied to this question.

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	0	<u>5</u>	<u>5</u>	10	4,5

Q22. How can you apply the acquired knowledge?

8 comments were left.

- 1. I offer to the leadership of the Ministry to improve the budget literacy (will explain the practice of countries in the memo).*
- 2. The acquired knowledge will be used in offered workshops and seminars and in the work on the preparation of regulations in the budget.*
- 3. Use in the new MoF methodological and legal projects.*
- 4. I will taking the best bests from the other presentations to improve my country's materials and thinking on budget literacy.*
- 5. In " Increasing budget literacy in Russia " project framework*
- 6. in the preparation of materials on the budget for the citizens and on budget literacy according to the plans of my work*
- 7. As part of participation in the project on financial literacy as well as in the drafting of the budget literacy*
- 8. Encourage to post-it information about budget on our web site and perhaps to make an information material for different group of peoples..*

Q23. Overall, my satisfaction with the event was...

Answered question – 10 (90.9%).

Answer Options	1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
 	0	0	0	2	<u>8</u>	10	4,8

RECOMMENDATIONS FOR THE FUTURE

Q24. Do you have any suggestions to improve the content, approach and other aspects of such events in future?

3 comments were left with suggestions.

it would be useful to receive in advance of the workshop an information on a specific topic as a comparative analysis of the achievements of several countries. It would have expanded the list of issues for discussion at the meeting

We offer to include into handouts more advanced materials for the meeting from the various countries (not only on the presenting countries)

It would be possible to prepare more advanced information materials from the participants, even if they are not prepared a speech at the seminar.

Q25. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?

4 informative comments were left.

- 1. Similar products for a younger age group, for example 8 to 11 years, or for university students.*
- 2. Experience in budgeting for citizens in the various countries, the involvement of citizens into the budget process*
- 3. It would be useful for the participants of the Working Group to jointly organize a study visit to a country with a good experience on budget literacy*
- 4. links to the different library materials (e-books).*