

PEMPAL Cross-COP MEETING FEEDBACK Survey

On July 1-3, 2013 PEMPAL COP Executive Committees meet in Bohinj, Slovenia.

After the event, the on-line survey in three languages was created. 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/QWG2J73>

The survey started to collect responses on 12 July and finished on July 30, 2013.

Invitations to take part in the survey were sent to all participants of the meeting. We sent 28 invitations – 11 to the resource persons and invited experts and 17 to the representatives of COP Executive Committee.

27 persons started to response to the survey. 25 (92.5 % of started) responses were fully completed. From this 27 responses – 9 was from the resource persons and invited experts and 18 from the representatives of COP ExCom. ¹

In this report, we analyze all 27 responses. For further calculation, we take this quantity as 100%.

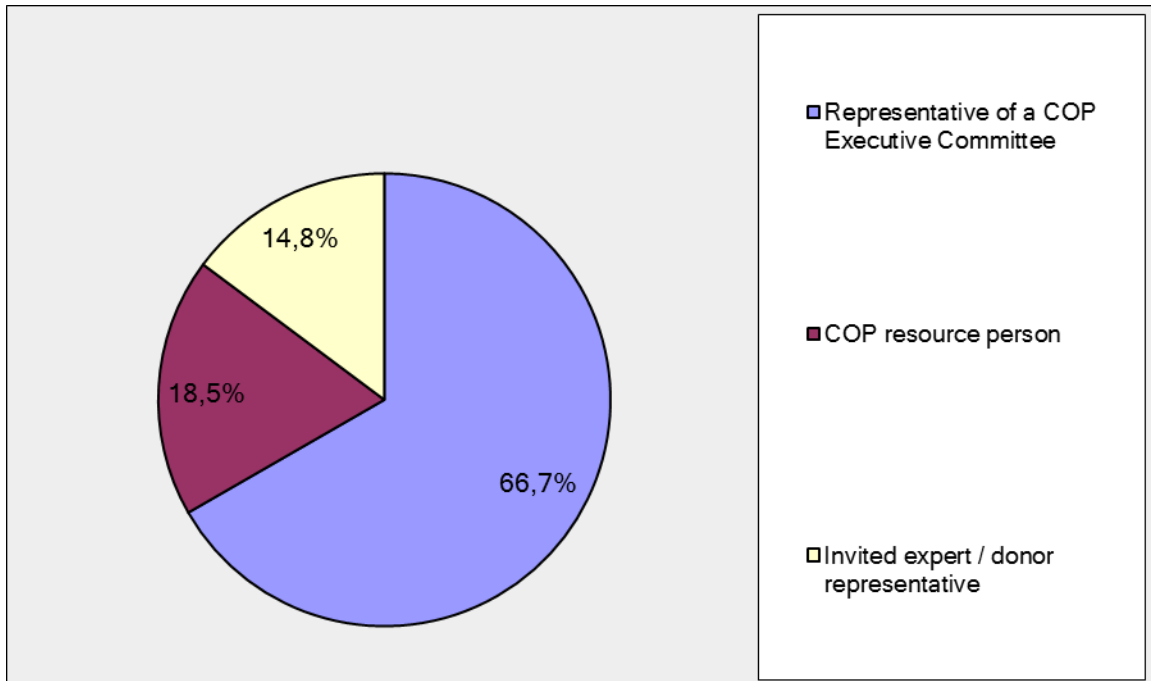
The questionnaire comprises five parts: Information, Event Delivery, Event Administration, Overall Impression, and Plans for the Future. There are a total of 19 questions in the survey.

¹ One person identified themselves as a representative of the Executive Committee rather than other options available, thus this figure is larger than expected.

INFORMATION

Q1 You are...

27 (100%) respondents gave answers. Among them: 17 representatives of COP ExCOM and 9 Resource persons.



Q2. Was this your first participation in Cross-COP Executive meeting?

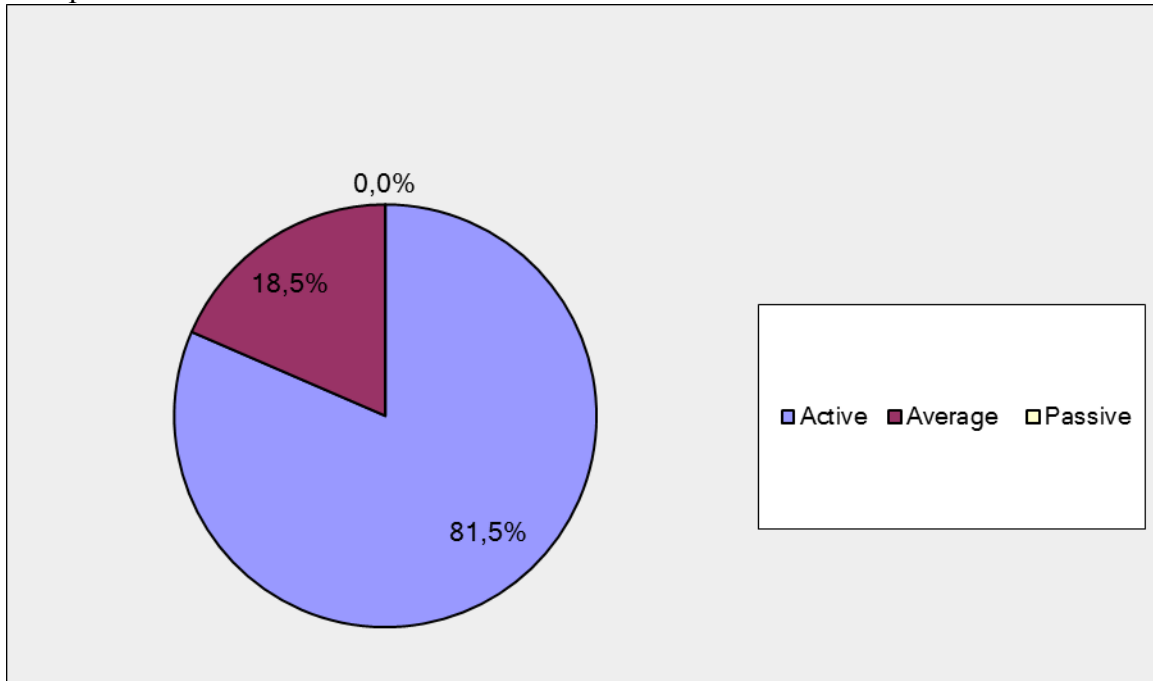
27 respondents (100%) answered this question. And 6 of them replied “Yes”.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Yes	23,1%	6	3	3
No	<u>76,9%</u>	<u>21</u>	<u>15</u>	<u>6</u>

PART I EVENT DELIVERY

Q3. How do you rate your participation in this meeting?

27 (100%) answers were given. 22 (84.6%) respondents think that their participation in the event was 'Active'. 5 (18.5%) respondents think that their participation was 'Average'. Nobody chose the option "Passive".



Among them:

7 resource persons were "Active" and 2 – "Average"

15 representatives of COP ExComs "Active", 3 – "Average."

Q4. How do you rate the meeting's duration?

27 respondents (100%) answered this question. And all of them rated the meeting duration in a positive way.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Too short	0,0%	0	0	0
About right	<u>100,0%</u>	<u>27</u>	<u>18</u>	<u>9</u>
Too long	0,0%	0	0	0

Q5. In your opinion, will you be able to apply the knowledge you have acquired at this meeting to your leadership role within the COP?

21 respondents (77.8%) answered this question. Average rating is positive.

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	0	2	<u>10</u>	9	21	4.3

Representatives of COP ExComs

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	0	2	<u>8</u>	<u>8</u>	18	4.3

Resource persons

Answer Options	1 not at all	2	3	4	5 completely	Response Count	Average
	0	0	0	<u>2</u>	1	3	4.3

11 comments were left.

9 of them are positive. Respondents think that they be able to apply the knowledge. For example: *“I will disseminate the knowledge gained to the other Cop participants, report to them the main activities and instruct them to use the presentations on PEM PAL web site.”*

2 respondents think that this “question is not applicable to them as a resource person”.

Q6. Did you feel enough time was allowed for questions and free discussions?

27 (100%) respondents answered this question.

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	0	0	1	4	<u>22</u>	27	<u>4,8</u>
For free discussions	0	0	1	4	<u>21</u>	26	<u>4,8</u>

Representatives of COP ExComs

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	0	0	1	1	<u>16</u>	18	4.8
For free discussions	0	0	0	1	<u>16</u>	17	<u>4,9</u>

Resource persons

Answer Options	1 not enough	2	3	4	5 enough	Response Count	Average
For questions	0	0	0	3	<u>6</u>	9	<u>4,7</u>
For free discussions	0	0	1	3	<u>5</u>	9	4,4

7 comments were left.

In of all of them respondents mentioned, that enough time was allowed for questions and discussions. For example: *“There was plenty of discussion - no embarrassed silences while the moderator tried to encourage questions and/or discussion. Neither did the moderator or chair have to cut sessions very short.”*

Q7. Please read the following statements, and tell us if you agree or disagree with each of them. (Please rate each item):

26 respondents (96.3%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) I learned from the experience of other participants in the meeting	0	0	2	7	16	25	4,6
b) The level of the meeting was appropriate for a person with my experience and knowledge	0	0	1	4	19	24	4,8
c) Participants had about equal level of prior expertise relevant to the meeting topics	0	0	7	8	11	26	4,2
d) The presentations demonstrated during the workshop were relevant and provided useful information	0	0	2	12	12	26	4,4
e) The topics for the small group discussions were relevant and time allocated to them adequate	0	0	2	6	18	26	4,6
f) The workshop addressed issues important to my role in the COP Executive Committee	0	0	4	4	16	23	4,7

Respondents were asked to comment the last point. 10 comments were left.

In 2 of them respondent mentioned that “*Questions does not apply to me as a resource person.*”

All other 8 comments are positive. For example: “*For me all discussed questions were very important, because it allowed me to learn more about structure, themes, goals and principles of all COPs work.*”

PART 2 EVENT ADMINISTRATION

Q8. Please rate the quality of organization (pre-event administration and logistics, etc.) and administration (staff responsiveness, etc.) of the meeting:

Answered question – 27 (100%). All the ratings are positive.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of meeting organization	0	0	1	5	<u>21</u>	27	4,7
Quality of meeting administration	0	0	1	7	<u>19</u>	27	4.7

Representatives of COP ExComs

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of meeting organization	0	0	1	2	<u>15</u>	18	<u>4.8</u>
Quality of meeting administration	0	0	1	3	<u>14</u>	18	4.7

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of meeting organization	0	0	0	3	<u>6</u>	9	<u>4.7</u>
Quality of meeting administration	0	0	0	4	<u>5</u>	9	4.6

There were left 8 comments: Most of them are very positive. For example: *“Members of the Secretariat are professionals, everything was prepared, organized, synchronized in the most possible way, professional part of the event and social part too.”*

Only 1 comment consists a small negative part: *“Introduction and energizer was well done, organization was normal, place was quite and relaxing, logistics would be improved next time”.*

Q9. Are you satisfied with the quality of simultaneous interpretation provided during the meeting?

26 (96.3%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	3	6	<u>17</u>	26	4,5

Representatives of COP ExComs

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	2	3	<u>13</u>	18	<u>4,6</u>

Resource persons

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

7 comments were given. 3 of them consists compliments to interpreters:

«It's excellent translation during the quickly speaking on the discussion of TCOP Exec Com»

4 commenters were not fully satisfied:

“It’s necessary to improve the accuracy of the interpretation.”

“Refers to Bosnian simultaneous interpretation during the meetings. (rating=3)”

“Clarify with interpreters the correct translation of Steering Committee vs. Executive Committee.”

“Translation by [...] was not on the level of the previous translator.”

Q10. Are you satisfied with the quality of written translation of meeting materials?

27 (100%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	2	8	17	27	4,6

Representatives of COP ExComs

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	4	<u>14</u>	18	<u>4,8</u>

Resource persons

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

2 comments were given. 1 commenter did not notice any problem.

1 comment is a specific criticism: *“There was a need to get the quality of the written translation checked by resource team members. From the number of changes made to several documents, there is obvious opportunities for improvement here particularly with the translation of difficult public finance and peer learning concepts and terms which may not translate easily. Variations between how certain words are translated between different translators can be minimised by reviewing and updating the glossary of terminology. Also quite recently a process has been established where the revisions are provided back to the relevant translator - this new process needs to be monitored to ensure that the agreed words are inserted into the glossary of terms and shared between all translators and the relevant bi-lingual resource team members to ensure everyone is in agreement on the translated terminology to be used across all COPs.”*

Q11. Did you receive agenda and event information in sufficient time before the event for them to be useful?

25 (92.6%) answers were given. And 100% responses were “Yeas”

Q12. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

26 (96.3%) answers were given. 100% of them are “Yes”.

PART 3 OVERALL IMPRESSION

Q13. Overall, my satisfaction with the event was...

Answered question – 27 (100%). 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	0	10	<u>17</u>	27	<u>4,6</u>

Representatives of COP ExComs

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	5	<u>13</u>	18	<u>4.7</u>

Resource persons

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	<u>5</u>	4	9	4.4

Q14. Did the meeting disappoint, meet, or exceed your expectations?

27 (100%) participants answered question.

Answer Options	Response Percent	Response Count
Disappoint	3,7%	1
Meet	<u>70,4%</u>	<u>19</u>
Exceed	25,9%	7

5 comments were left. 3 of them are positive. For example: *“I learnt a lot about survey mechanisms which I did not know before. Also it was very interesting and valuable to hear about the different COP approaches and ideas. It was obvious from the meeting that the network has a strong leadership which is one of the key reasons for its success.”*

2 commenters were partly disappoint. For example *“After Paris meeting I had maybe other in mind, that is why most appropriate answer appears to me disappoint, but so tragically.”*

Q15. What did you like best about the meeting?

25 comments were left. All of them are valid. 1 of them is a comment: “*Everything.*”

Participants liked best:

Exchange of experience/ work with colleagues from other COPs (5 comments) –
“*Communication with other CoPs, which I think is very important, sharing experience, but still this can be more comprehensive be part of decision making exchange views and information with other countries I liked the way groups where formed*”

Presentations of Gregory and information about surveys and how to use them (4 comments) –
“*Survey methodology and implementation*”

Presentations and discussions (4 comments): “*The presentations, discussion after presentation and working in working groups, finding best solutions in a team.*”

Activity of all participants (4 comments): “*Openness of discussions and commitment practically of all participants*” “*Encouraging participants to be as open and honest as possible with their views.*”

Q16. Which elements of the meeting you did not like?

20 informative comments were left. 6 of them are comments like: “*No objections*”

It means that there are 13 comments about elements which were not like by participants.

Meeting participants did not like different elements of the event, for example:

Location and accommodation (6 comments): “*The place is too far from civilization*”, “*Hotel accommodation. Not good location of the room and bad view from the room.*”

Fire alarm in the night (2 comments): “*Fire alarm in the midnight*”.

Not clear main goals of the meeting (2 comments): “*The objectives of the meeting could have been clearer set and refer to throughout the meeting to reflect on their achievement.*”

Q17. Have you any suggestions to improve the content, approach and other aspects of future cross-COP Executive committee meetings:

17 valid comments were left, and 13 of them consists suggestions and criticism of different aspects of this meeting.

Here are some quotations:

“... it may be also useful to give different COPs some space to share their COP-specific innovation used to make their work more active and participatory. This would require some preliminary work - to collect the innovations, compare, select the best ones, work with COP leadership to polish presentations, etc., but from my limited prospective, this can make cross-COP more lively and useful.”

“Broadly speaking I think that the content, approach etc. are fine. I thought the sessions in which I took part were good. I think that if a group comes up with very little practical suggestions, however, it should be dealt with - not there and then but it should be noted that the group needs more professional guidance and this provided.”

“Ensure the objectives of the meeting is well formulated and communicated in simple terms”

Q18. Did you use the wiki page in preparation for the meeting?

24 responses (88.9%) were given

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	<u>70,8%</u>	<u>17</u>	<u>12</u>	<u>5</u>
No	29,2%	7	4	3

6 valid comments were left. And in 2 of them it was mentioned that the wiki page does not update on the regular base.

PART 4 PLANS FOR THE FUTURE

Q19. Are there any other products, research or services that PEMPAL could provide that would be useful for your role in the COP Executive Committee?

19 responses (70.4%) were given.

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	42,1%	8	7	1
No	57,9%	11	8	3

12 comments were left.

8 of them are informative. For example: *“Publication of results of thematic working groups”*

4 other commenters mentioned: *“This question is not applicable to me as I am a resource person but I am interested in the responses.”*