PEMPAL Event Evaluation Surveys

Summary analysis of results

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Some food for thoughts

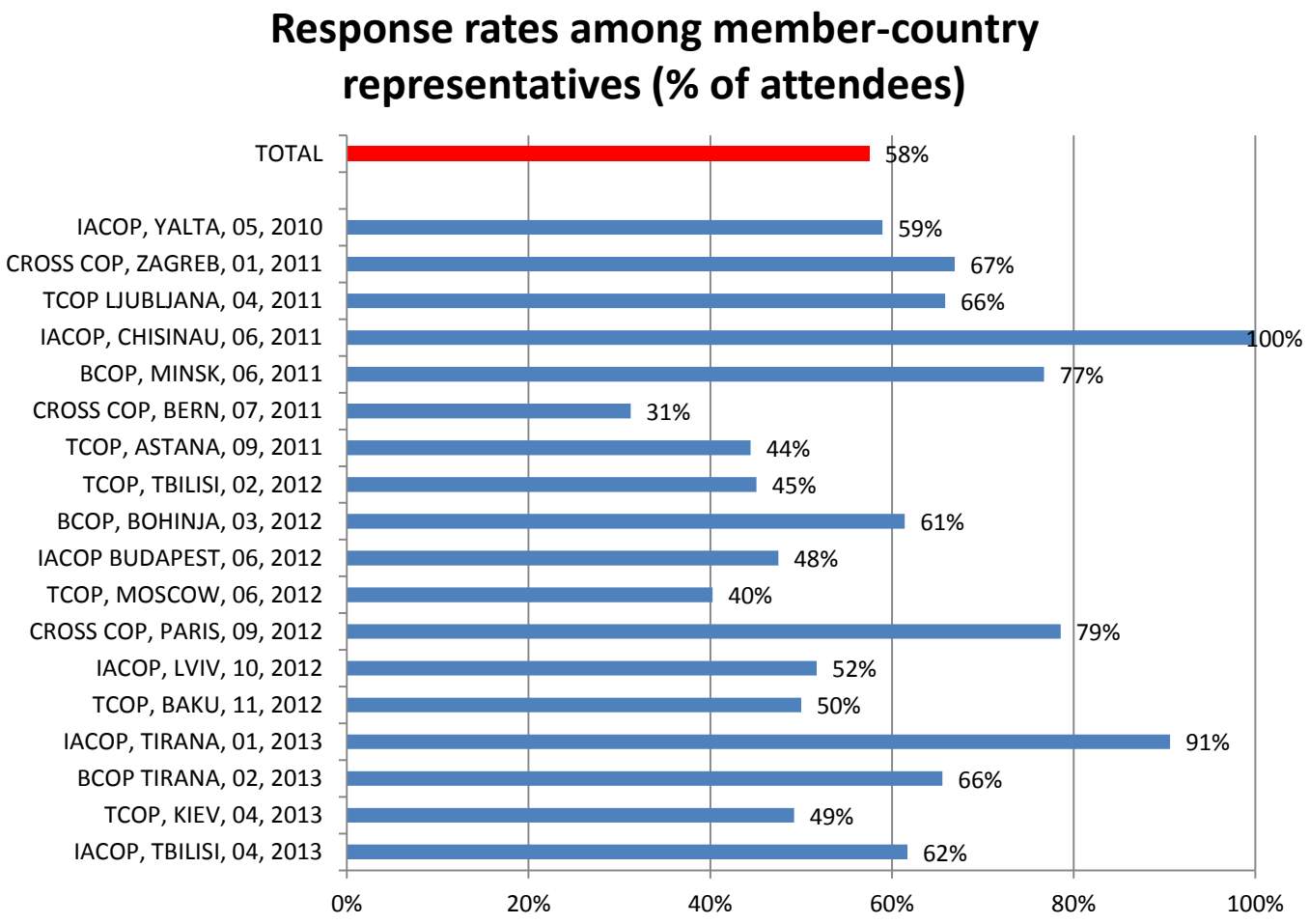
What are we looking at?

- PEMPAL utilizes surveys to set agenda for future meetings and to evaluate various aspects of meetings that have taken place.
- This presentation is about 18 Event Evaluation surveys (EES) span over three years of PEMPAL activities – from the meeting in Yalta in May, 2010 (IACOP) to meetings in Tbilisi (IACOP) and Kiev in April, 2013 (TCOP):
  - 6 – TCOP meetings,
  - 6 – IACOP,
  - 3 – BCOP, and
  - 3 – Cross COP meetings
- IACOP 04-2012 meeting in Sofia and the BCOP Executive Committee meeting in 06-2012 are not included.

What are we looking at (2)?

- These surveys were sent out to 949 participants (representatives of member countries, resource persons and invited speakers);
- 549 representatives of all PEMPAL countries responded to the survey;
- Plus 207 resource persons and invited speakers; and (unfortunately) 27 persons who did not identify themselves.
- The following presentation will be based on responses provided by *member-country representatives only*.

What are we looking for?
- Differences and Commonalities



One can notice significant differences in response rate, e.g. for the same TCOP – from 40% in Moscow, 2012 to 66% in Ljubljana, 2011; the difference across COPs is even more pronounced - 40% for TCOP in Moscow (or 31% for cross- COP in Bern, 2011) vs. 91% for IACOP in Tirana,2013 or 100% (!) for IACOP in Chisinau, 2011.

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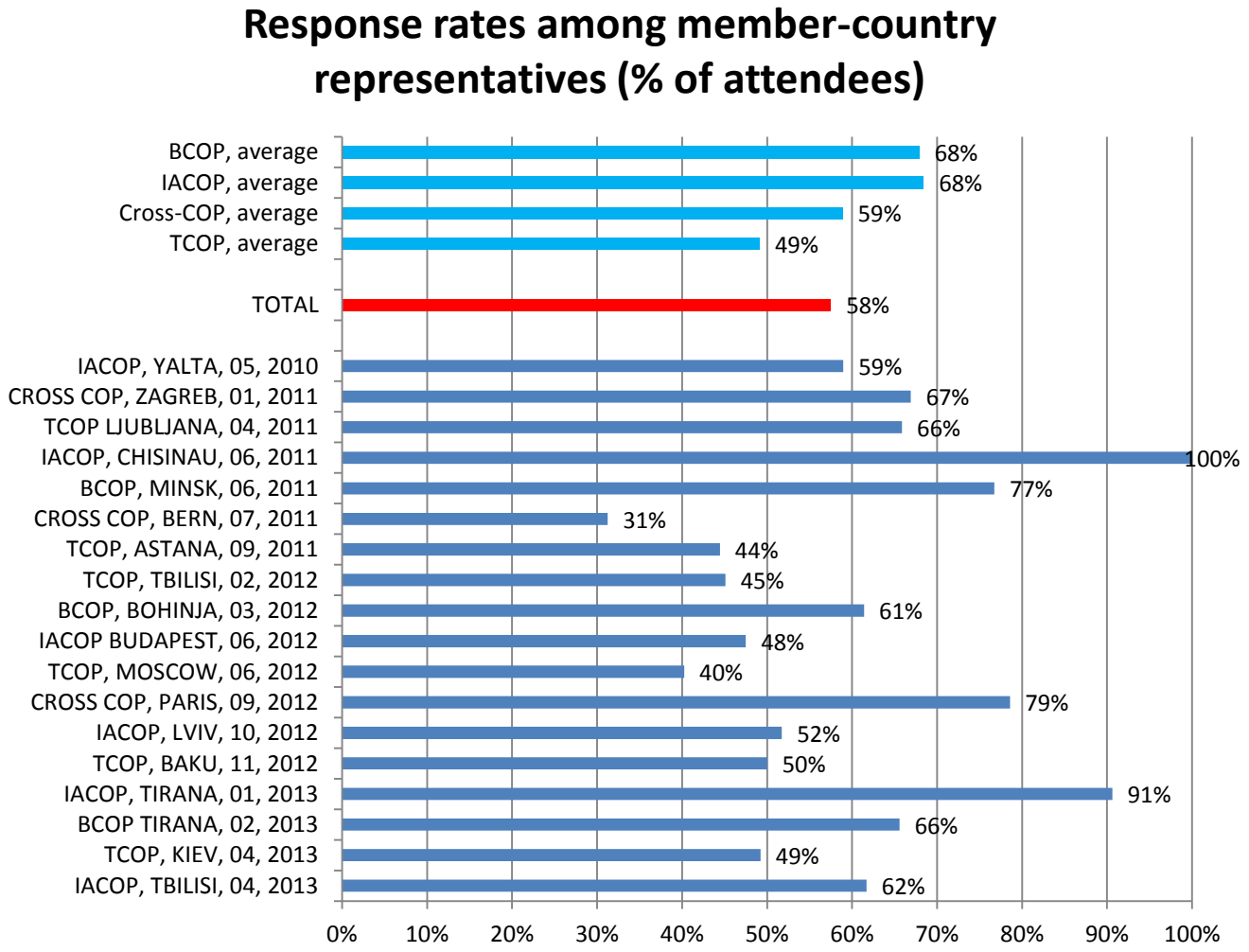

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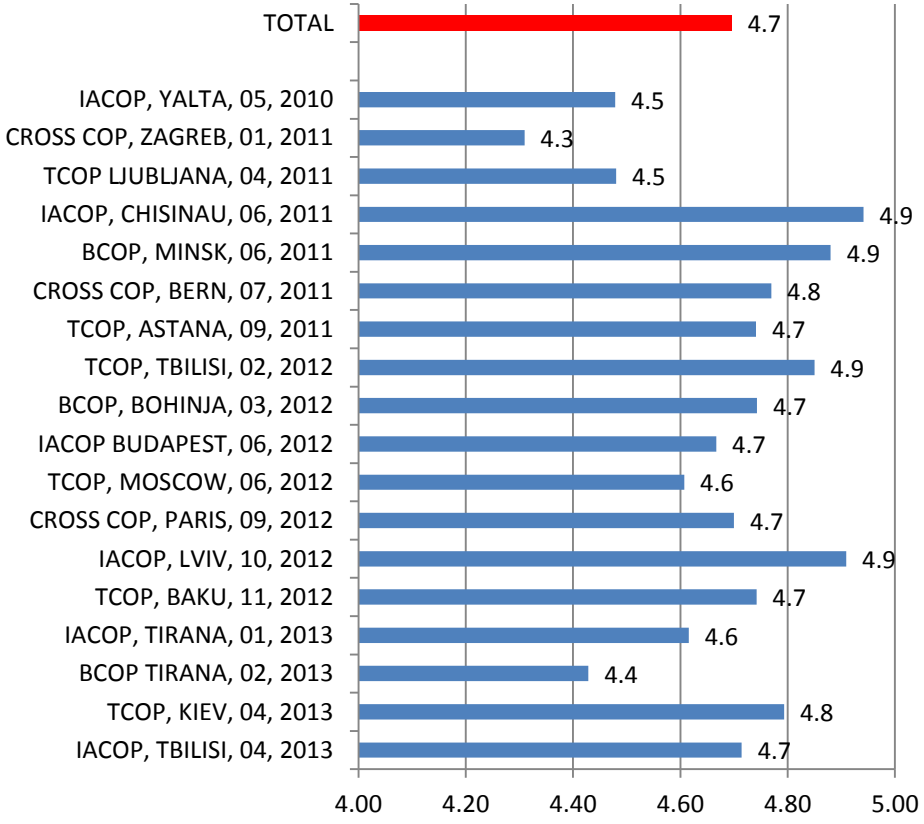
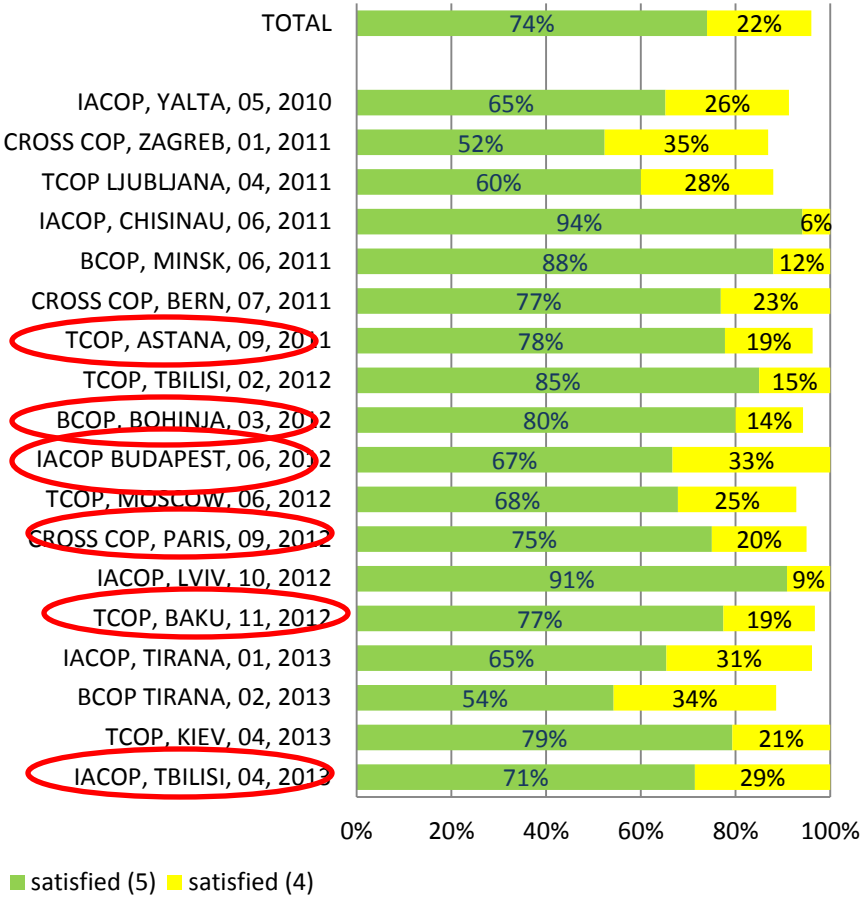
Satisfaction and expectations

Overall satisfaction (index)

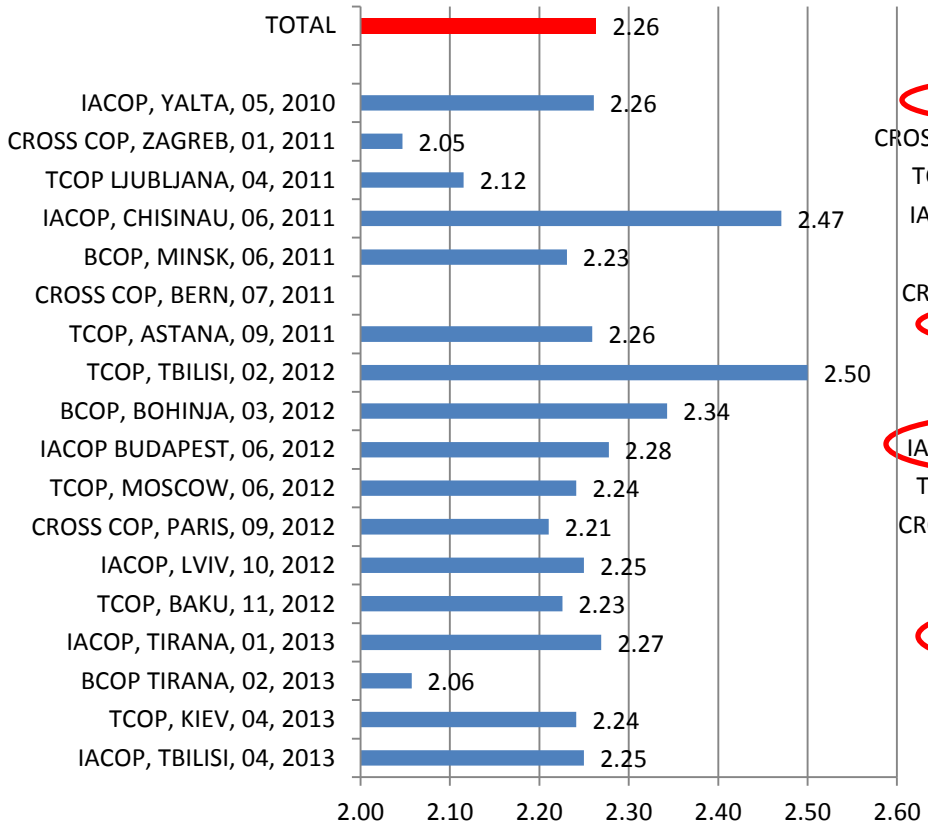


Satisfaction, % of respondents

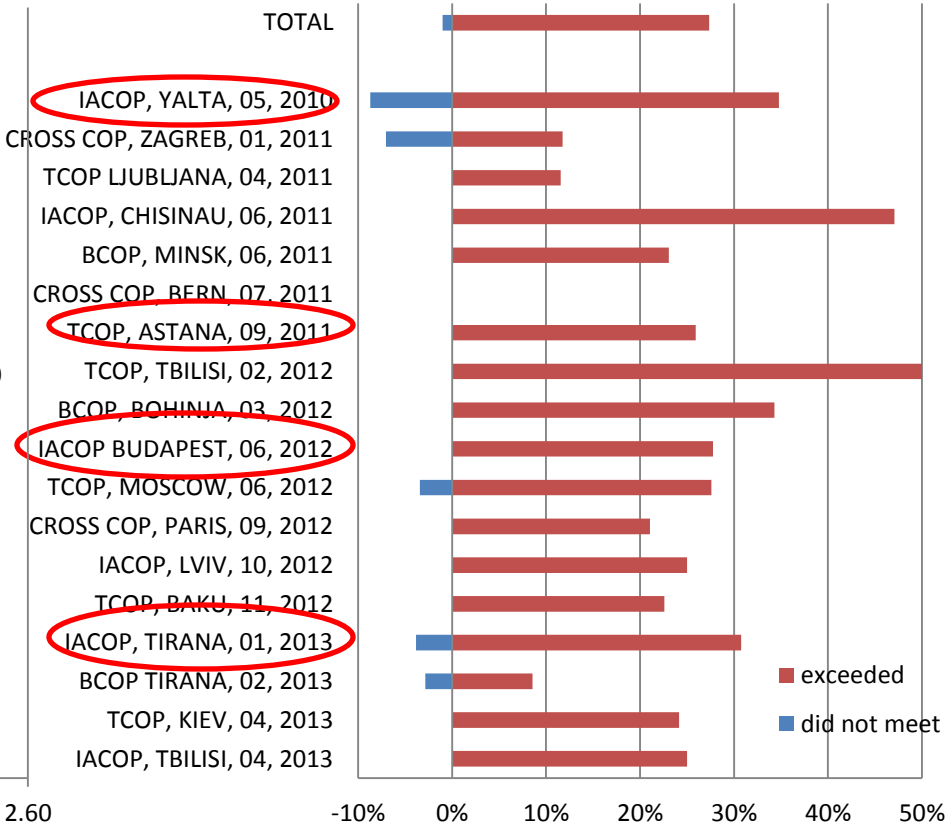


Satisfaction and expectations (2)

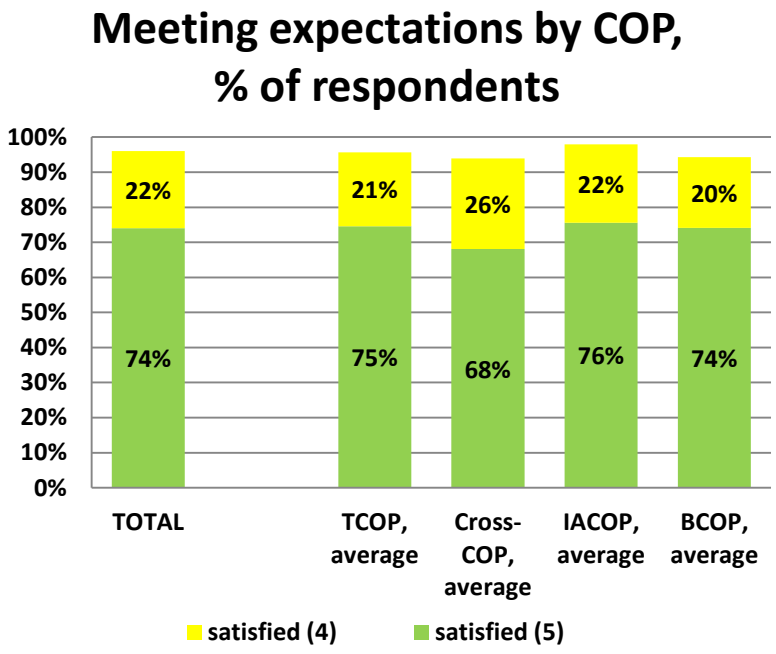
Meeting expectations, index (2 = met expectations)

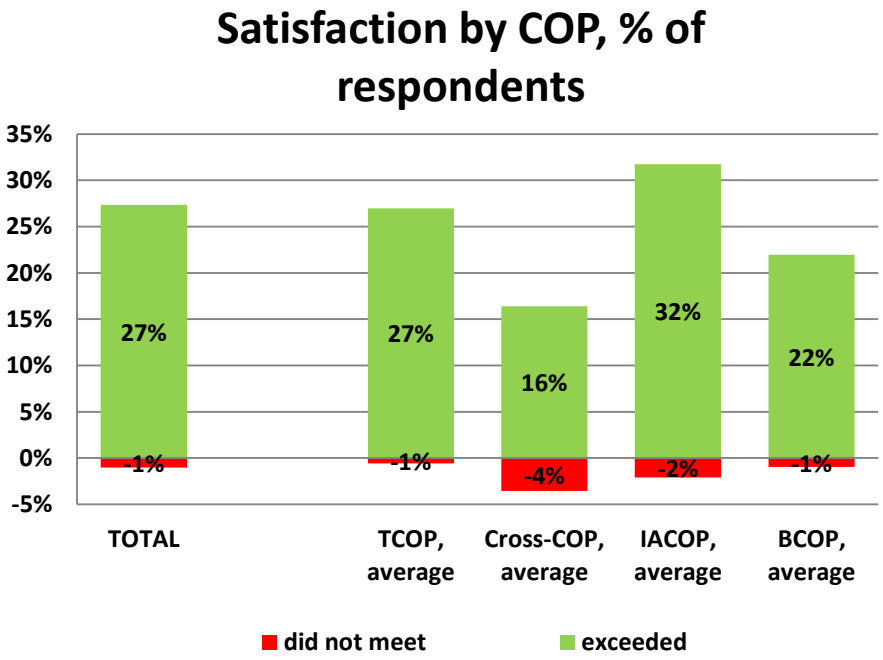


Expectations, % of respondents



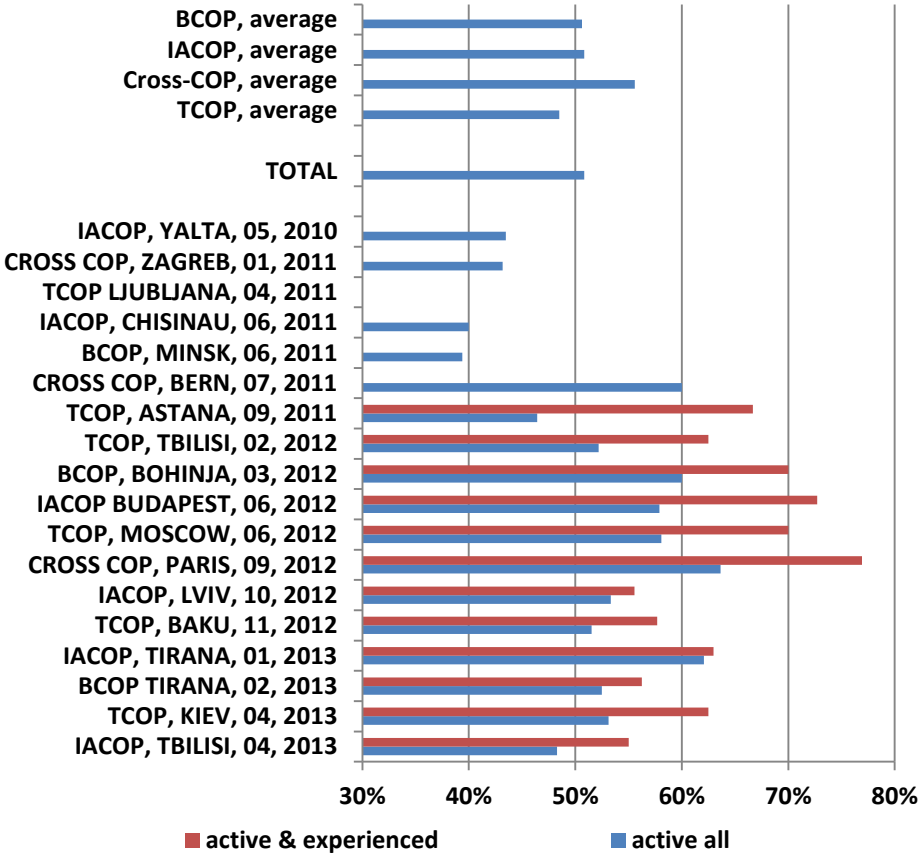
Satisfaction and expectations (3)



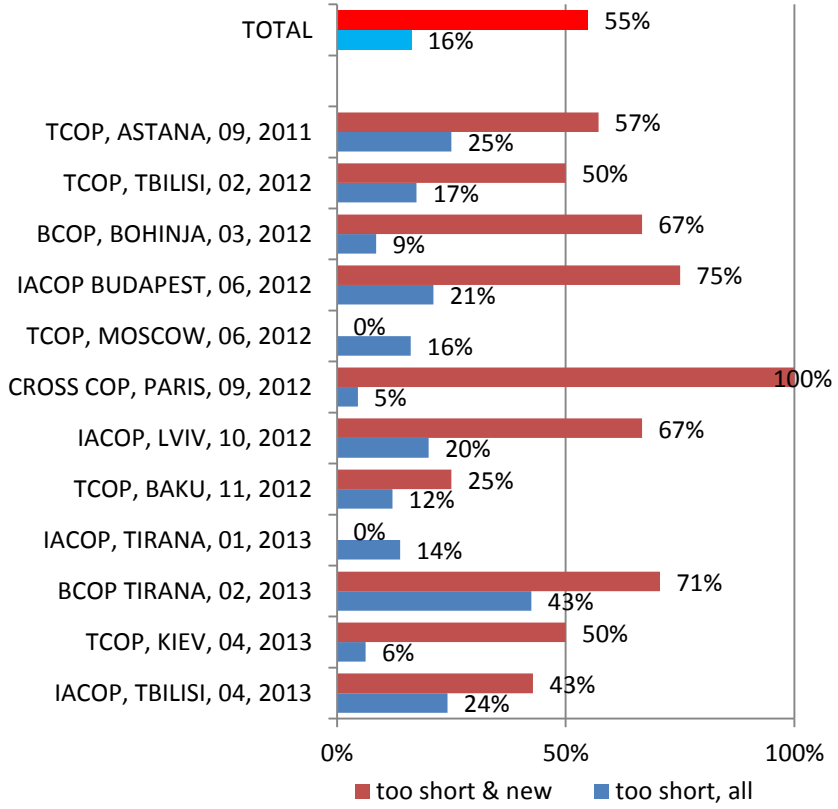


Did new participants feel different or had different opinions?

"experienced" participants felt that they were more actively participating in the proceedings



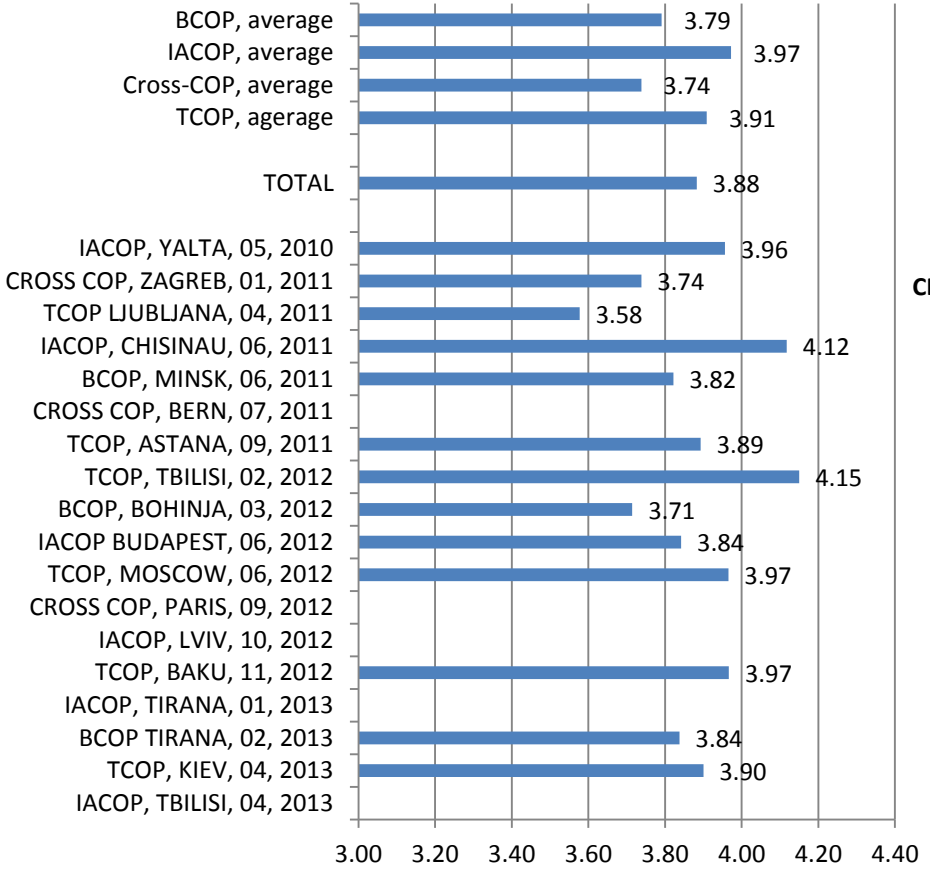
While on average, only one in five participants thought that events were too short, among "new" participants over 50% thought so.



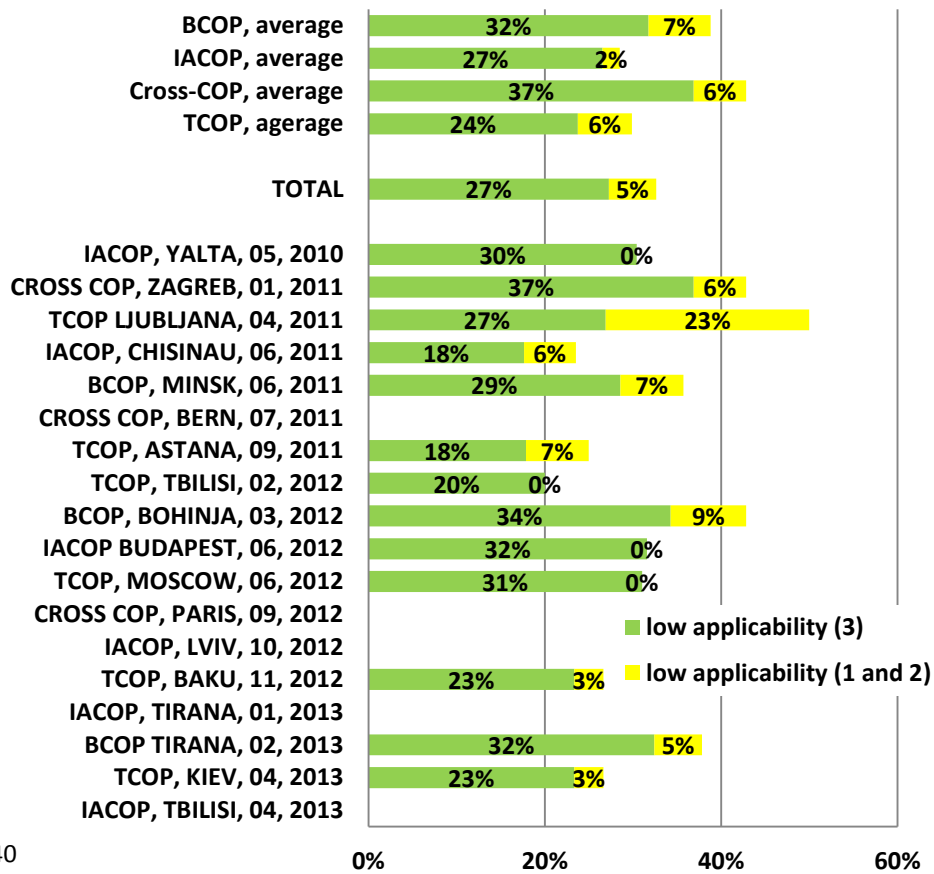
* Only for events where the new/experienced breakdown is available.

And if you look more into details …

Average applicability of knowledge (index: 5=completely applicable)

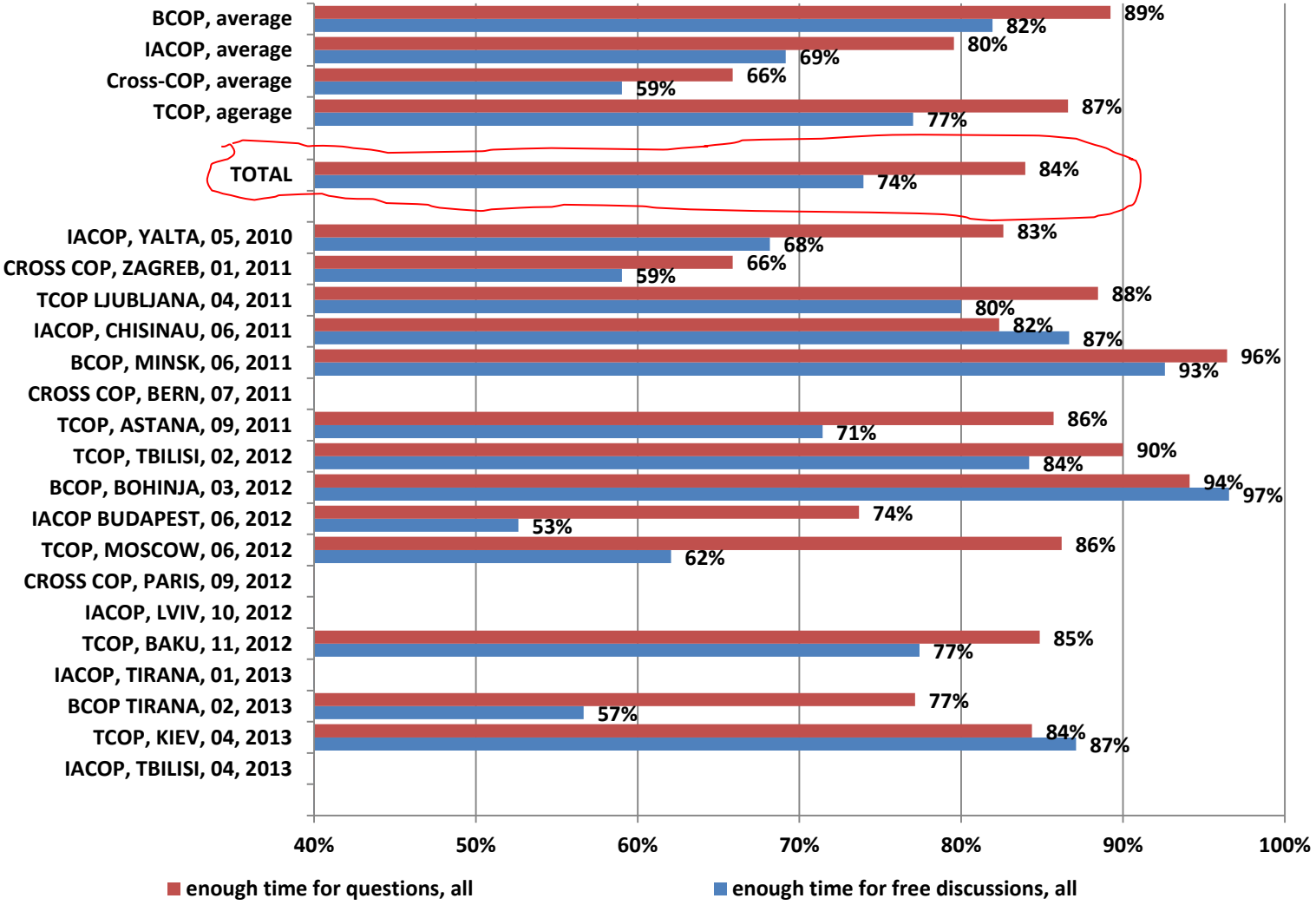


Low applicability, % of respondents



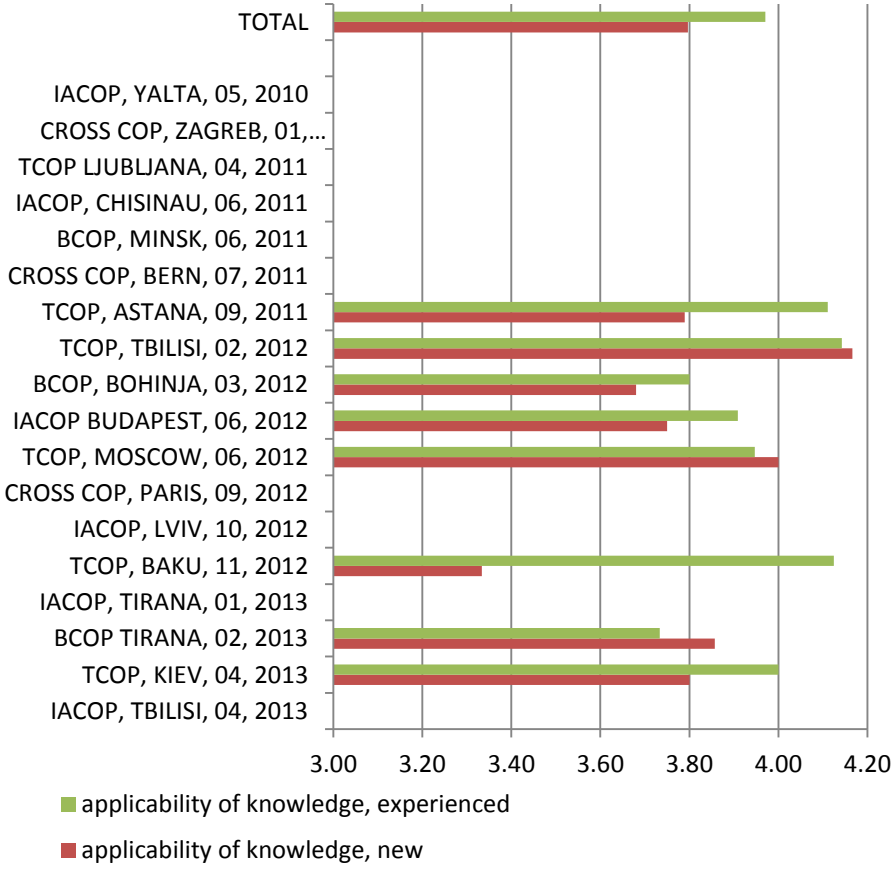
And if you look more into details (2)…

Enough time for questions, but not enough for free discussions

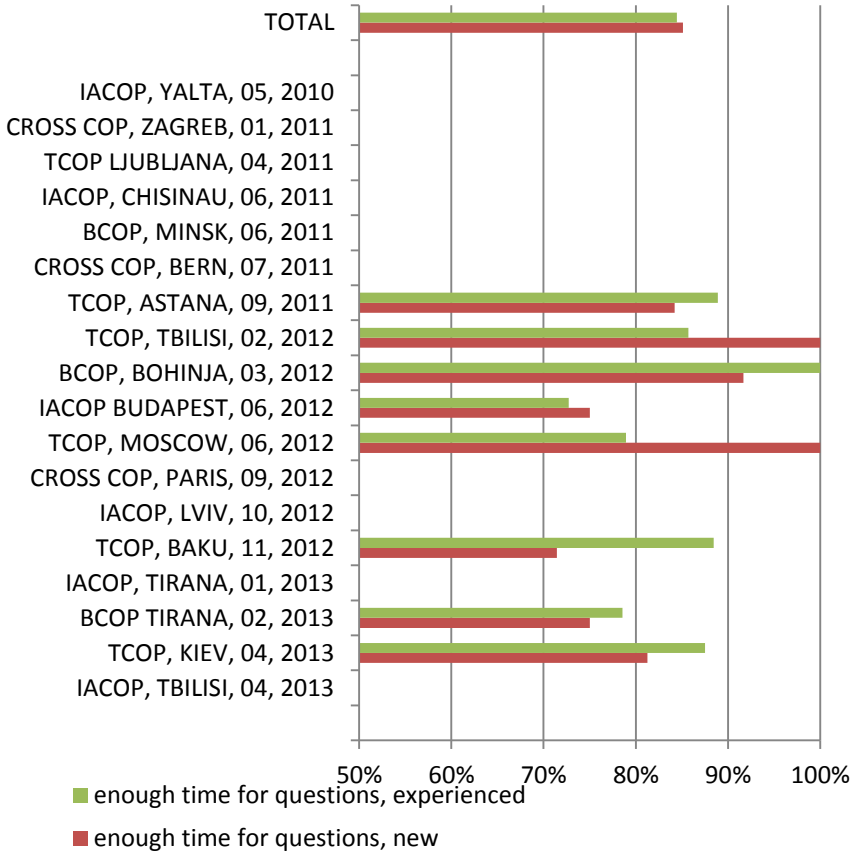


And if you look more into details (3) …

More experienced participants feel that they can more readily apply acquired knowledge in their work (average score – 5 = best)

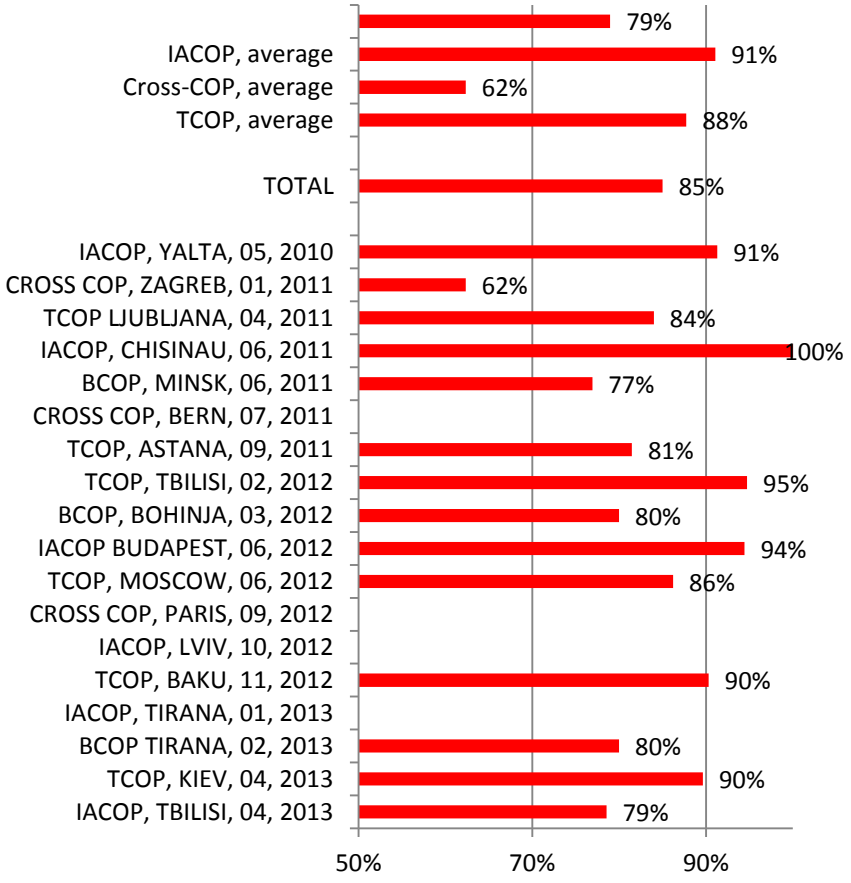


… but higher percentage of new participants tend to feel ***not*** having enough time for questions (5 out of 8 events for which data is available)

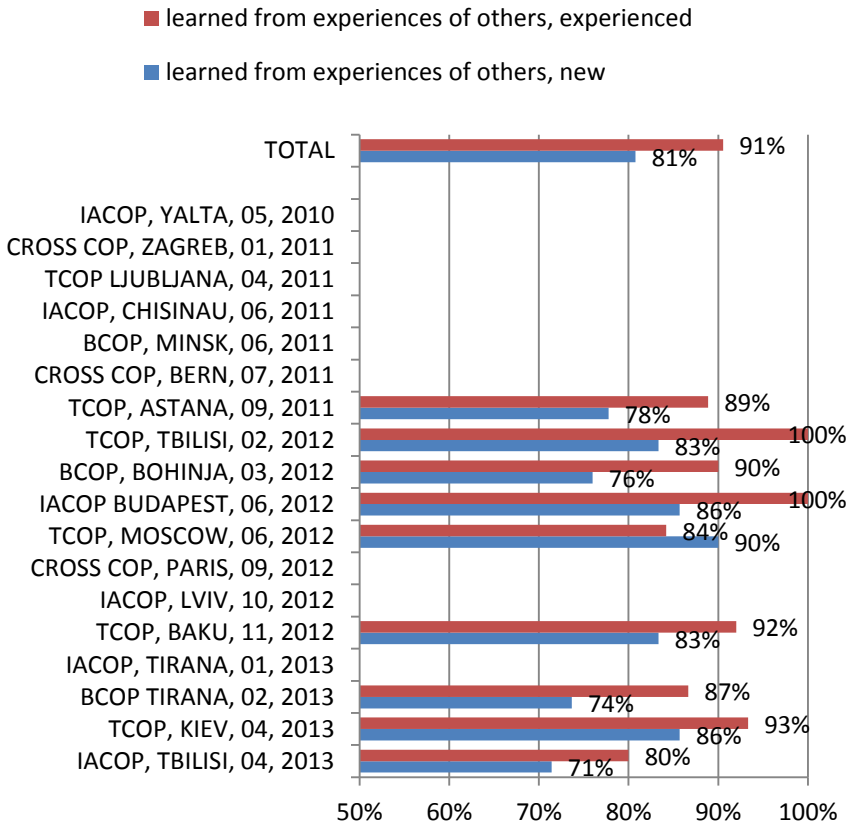


Learning from each other

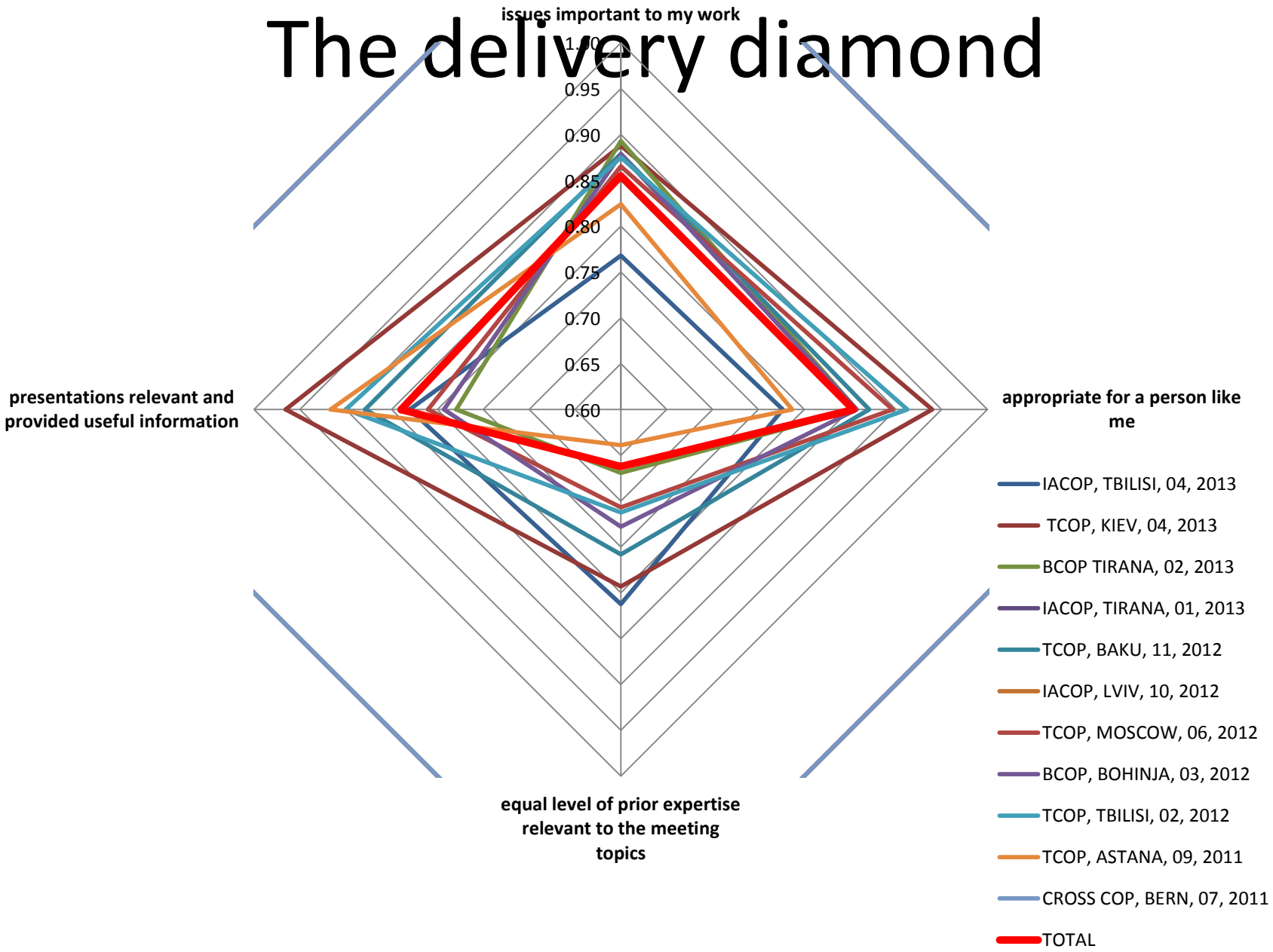
Learned from experiences of others, % of respondents



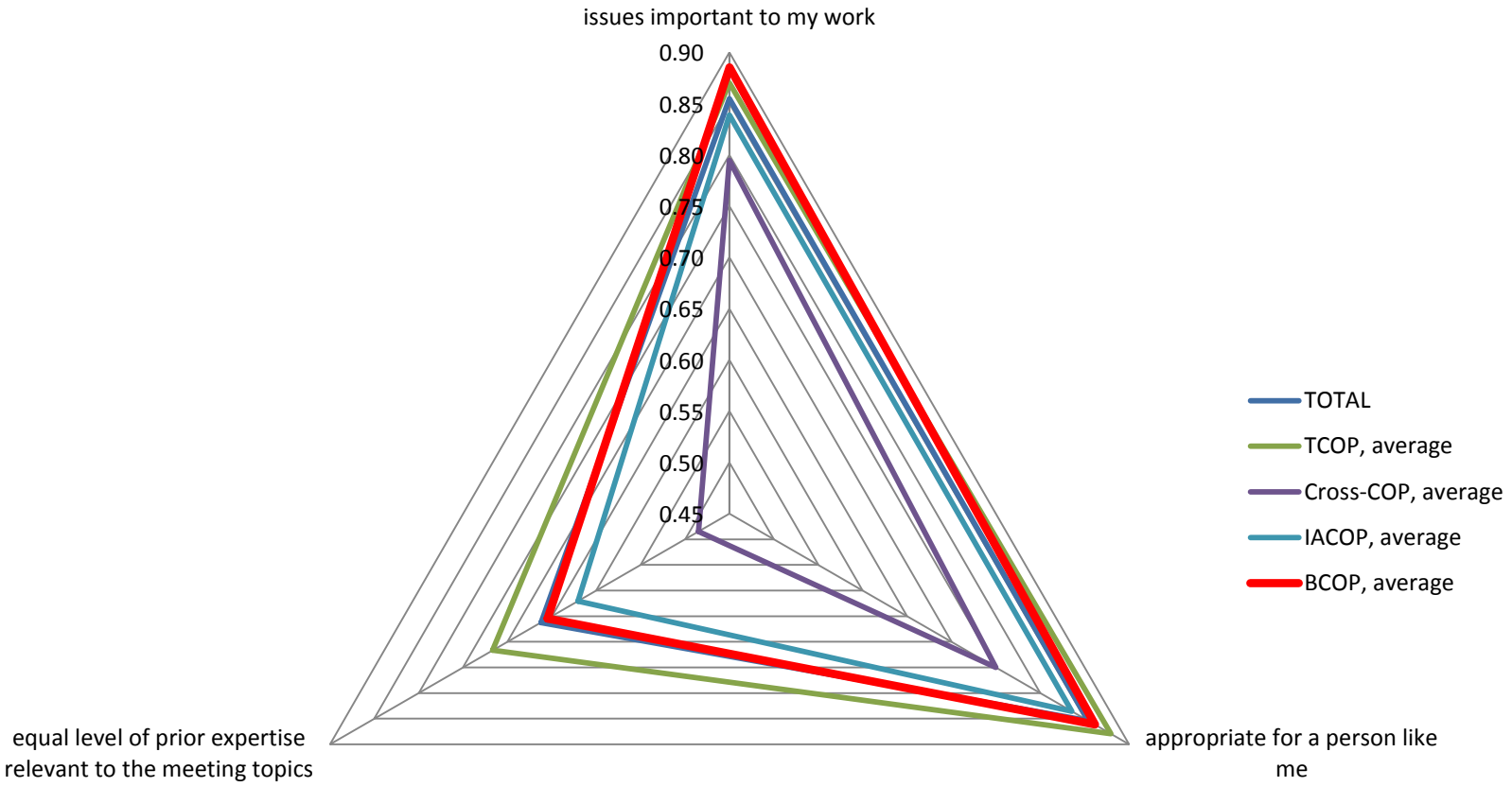
And it takes some experience to utilize peer-to-peer learning approach in full – experienced participants are ten percentage points more likely to learn from the experience of others in a meeting.



The delivery diamond



Delivery triangle



Using surveys for making improvements

- **IACOP** uses electronic post event feed-back surveys for most of its events. The reports coming from these surveys, are reviewed at the ExCom meeting and respective actions are taken, if agreed to be relevant, to improve the events.

- However, the leadership teams of Critical friends and Agenda Activists who capture feedback DURING the events are the main mechanism used. The feedback captured during the event is discussed at the ExCom . All the decisions made in this regard are clearly reflected in the ExCom minutes - in the action plan.

- In addition, the IACOP is using paper surveys prepared by communication coordinator to track reform progress in countries. Those are done usually with two years interval.

Using surveys for making improvements (2)

- **TCOP** uses a set of standard (permanent) questions for all events – about 17 in total – referring mostly to the quality of events organization, TCOP members' opinions on their participation, etc.

- The new added questions were made relevant to the specific events agendas.
  - Questions devoted to the hosting countries presentations, opinions on the site visits during the events.
  - Questions were added following comments, e.g. quality of translation, sessions duration, small group format.
  - Questions related to the specific presentations, e.g. feedback on PEMPAL and TCOP IT communication tools.
  - TCOP is conducting regular (once a year) thematic surveys in order to identify the members' preferences for the future event topics, but, sometimes, these questions are included in the EES.

- The feedback contained in the post event survey reports have resulted in the following actions by the Resource Teams and Executive Committee/Leadership Groups in the following ways:
  - More attention is now paid to the quality of translation, both simultaneous and the event related materials;
  - Format was revised based on suggestions, e.g. small group format and time for the Q&A sessions
  - To address requests for deeper coverage of specific topics, a special thematic working groups has been created.

- TCOP Activity Plans are regularly updated taking into account results of EES
  - Events are held in countries able to demonstrate successful reforms, or expertise for various PFM domains
  - Specific experts have been invited to the TCOP events following its members suggestions made through EES
  - Changes in the IT communication tools after receiving members' feedback through evaluation surveys .

Using surveys for making improvements (3)

- **BCOP** Resource Team uses previous versions of pre-event surveys to which they make modifications to suit the nature of the event. Sometimes this means adding or deleting questions as necessary, e.g.
  - supporting PEMPAL wide improvement initiatives, e.g. adding a question related the PEMPAL library
  - targeting specifics of an event, e.g. case studies, length, coverage, etc.

- BCOP provides EES to the Executive Committee for information and discussion although the Resource Team have prime responsibility for monitoring feedback and improvements. Specific examples of using feedback include:
  - modifying format or topic of future events
  - improving quality of translation of PFM related terms, e.g. in response to members comments that translation of technical terminology could be improved, a PEMPAL wide initiative was undertaken to develop a Glossary of Terms which was translated into three languages.

- BCOP has also trailed an approach used by IACOP on giving roles to members during the event to collect information on future agenda items, current agenda, format, timings, approach is effective, etc.

- BCOP has once also collected information from members before a meeting through a mini-survey asking about event format, type of topics, and questions to be addressed etc. These views were fed into the design of the event. For larger plenary events, a technical thematic survey is issued to gather information, which are then presented back to members to allow benchmarking and networking.

Thank you