

PEM PAL Secretariat: Using surveys for reporting

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Survey Matrix – Event Assessment

	Measure	2012										2011							
		2	3	5	6	7	8	10	11	12	13	1	2	3	4	5	6	7	10
PEM PAL events (see legend on p.37)																			
No. of people responding		31	43	23	39	6	31	18	8	41	10	19	116	30	20	29	...	37	11
1.1. Overall satisfaction with event	1-5 scale	4,8	4,7	4,6	4,7	5,0	4,7	4,8	4,9	4,7		4,9	4,2	4,5	4,9	4,9	4,7	4,8	5,0
1.2. Knowledge applicable to daily work	1-5 scale	4,3	3,7	3,9	4,1	3,6			3,6	3,9	4,4	4,6	3,6	3,8	4,1	3,8		4,2	4,7
1.3. Event addressed issues important to my work	1-5 scale	4,5	4,5	4,5	4,3	4,4	4,2	4,4	4,8	4,4	4,8								
1.4. Learning from experience of other participants	1-5 scale	4,4	4,4	4,4	4,2	4,2			4,2	4,4	4,3	4,4	3,9	4,5	4,7	4,2		4,2	
1.5. Level appropriate for knowledge level	1-5 scale	4,7	4,4	4,5	4,6	4,8			4,2	4,4	4,7	4,0	2,8	3,8	3,1	3,2		4,1	
1.6. Participants with about equal prior expertise	1-5 scale	3,8	3,8		3,9						3,8	4,2	4,7	4,0	4,5	4,5	4,5		3,6
1.7. Presentation relevant and useful	1-5 scale	4,6	4,2	4,0	4,2	4,4	4,1	4,4		4,4		4,7	4,1	4,6	4,6	4,5		4,7	
1.8. Event delivery vs expectation																			
• Meet	%	54	71	76	67	40	74	71	100	79	70	26	81	92	53	71		74	
• Exceed	%	46	29	24	31	60	26	29		21	30	74	13	8	47	29		26	

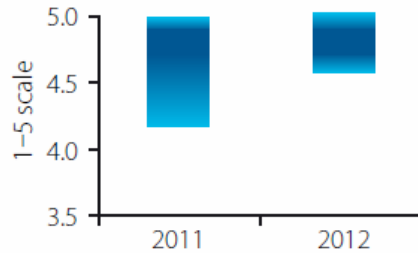
Survey Matrix – Activity & Interaction

		Measure	2012										2011							
			2	3	5	6	7	8	10	11	12	13	1	2	3	4	5	6	7	10
PEM PAL events (see legend on p.37)			31	43	23	39	6	31	18	8	41	10	19	116	30	20	29	...	37	11
No. of people responding																				
2.1.	Quality of organization	1-5 scale	4,9	4,9	4,7	4,9	5,0	4,6	4,9	4,8	4,9	4,6	4,9	4,1	4,6	4,5	5,0	4,2	4,9	5,0
2.2.	Quality of administration	1-5 scale	4,8	4,8	4,7	4,9	5,0	4,6	4,9	4,8	4,8	4,9	4,8	4,3	4,6	4,8	5,0	4,5	4,9	5,0
2.3.	Time allowed for questions	1-5 scale	4,6	4,6	3,8	4,3	4,8	4,2	3,9	5,0	4,2	4,8	4,4	3,6	4,4	4,1	4,6		4,4	4,9
2.4.	Time allowed for discussions	1-5 scale	4,5	4,4	3,5	3,6				5,0	4,1	4,8		3,7	4,3	4,2	4,7		3,9	4,6
2.5.	First participation in COP event	%	32	72	39	42		32	39		20									
2.6.	Event participation																			
	• Active	%	51	56	65	57	17	67	47	100	53	90	54	31	47	44	61			
	• Average	%	45	44	30	34	50	33	47		45	10	44	39	41	48	39			
	• Passive	%	3		4	8	34		6		2		2	31	12	7				
2.7.	Event duration																			
	• Too short	%	23	7	22	14		3	17	60	10	70	14	15	17	7	6	19	45	
	• About right	%	71	93	70	86		93	56	40	87	30	81	77	82	89	89	81	55	
	• Too long	%	6		9			3	28		3		5	8		4	6			

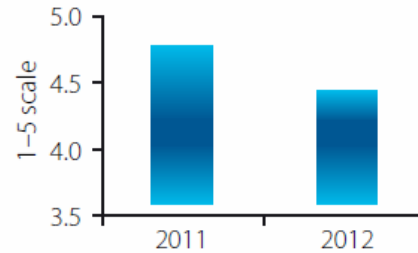
Graphical Displays (Part 1)



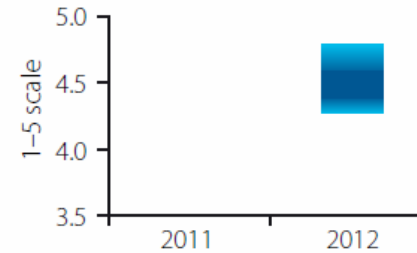
Overall event satisfaction remains high ...



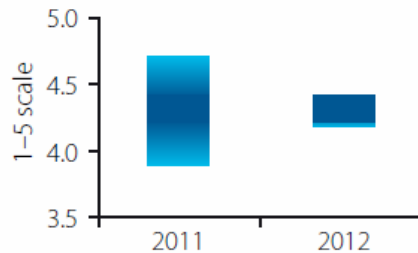
... because knowledge is applicable to daily work and ...



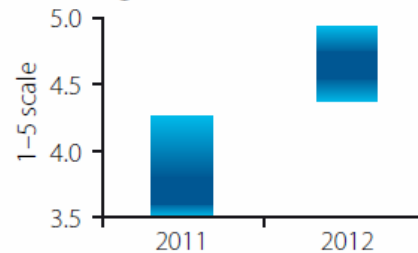
... events address relevant issues.



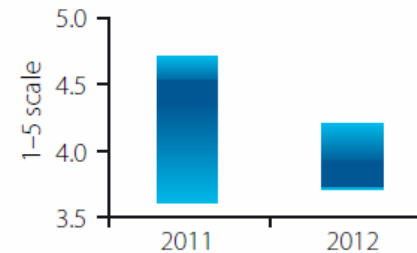
Participants appreciate learning from their peers' experience ...



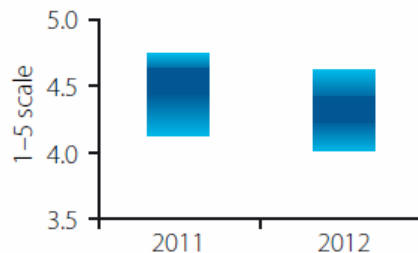
... and the level of discussion is increasingly aligned with their knowledge level ...



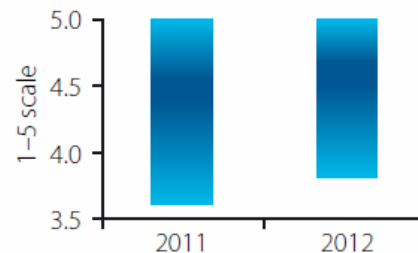
... while the prior expertise of participants was less equal in 2012 than in 2011.



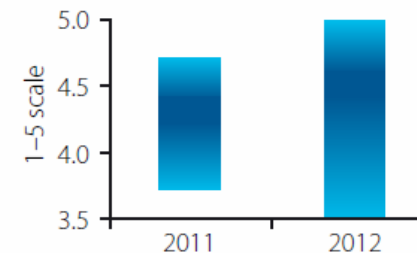
Presentations at events remain relevant and useful ...



... and there is enough time for questions ...



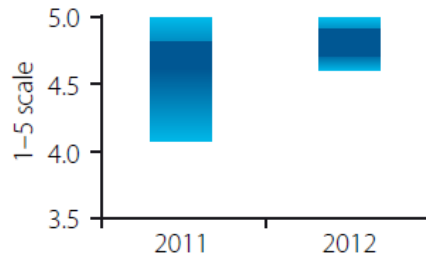
... and discussions.



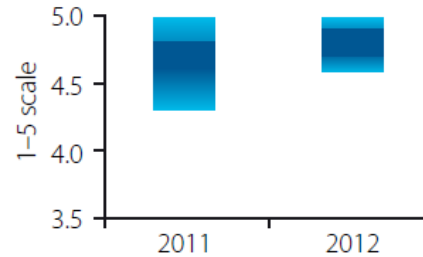
Graphical Displays (Part 2)



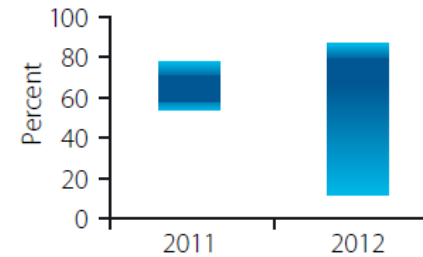
The quality of organization ...



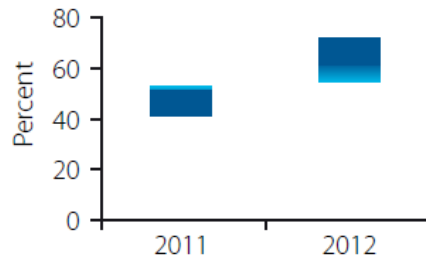
... and administration remains high ...



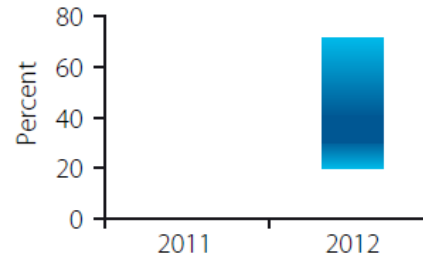
... and the event duration is about right.



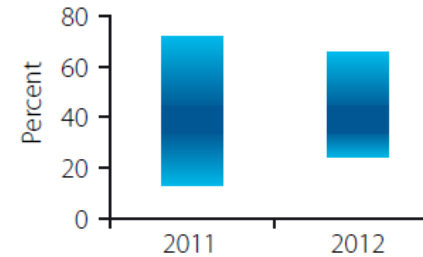
Participants felt they were more active in 2012 than in 2011.



For one out of three participants it was their first PEM PAL event ...



... and for three to four out of ten participants the events exceeded their expectations.



Participants' statements



Feedback from participants in 2012

“The possibility to exchange different information on informal basis is most valuable.”

“The workshop assured us that our reforms go in the right direction.”

“We have 2-3 years till the end of our reforms so other countries experience is the breath of life for us.”

“All knowledge from the meeting is of significant use in the process of eliminating the existing dilemmas.”

“Some ideas will be taken into consideration, other affirm our experience.”

Some suggestions the participants made in 2012 as to event organization

Small group discussions. Facilitated small group discussions work better than open discussions. In particular free discussions at the end of the day are helpful.

Presentations should be kept short and focused (more details and explanations). They should be delivered in a slower pace to allow for adequate translation and understanding of its context. More time should be allocated to country presentations and discussions.

Discussions. Make room for more active discussion time. There should be enough time to allow all questions to be answered, and all participants to present their views.

Visiting local offices proved useful.

Your views...

... on the use of survey information for reporting

- **Do you use our reports** in your Executive Committee / Leadership Group?
- Do you have **any suggestions for their improvement?**

