

# **PEMPAL TCOP STUDY VISIT TO LONDON FEEDBACK**

## **Survey**

On September 23<sup>rd</sup>, 2013 PEMPAL TCOP representatives study visit to London, United Kingdom took place.

After the event, the on-line survey in two languages was created on the base of the standard set of questions developed by Secretariat. 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/LG25SKX>

The survey started to collect responses on the 2<sup>nd</sup> October and finished on October 11, 2013. Invitations to take part in the survey were sent to all participants of the event. We sent 14 invitations – \_ to the resource persons and invited experts and \_ to the representatives of PEMPAL countries.

11 persons started to response to the survey. 9 (91.8 % of started) responses were fully completed. From this 11 responses – 4 was from the resource persons and 7 from the representatives of PEMPAL countries.

In this report, we analyze all 11 responses. For further calculation, we take this quantity as 100%.

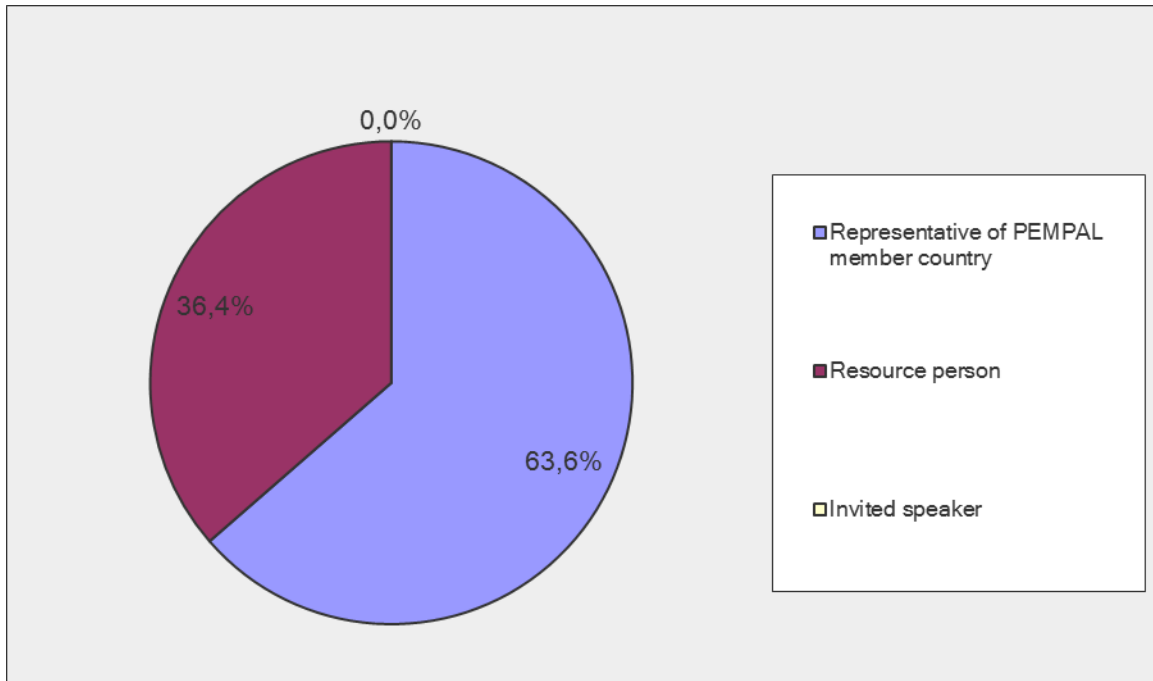
All these responses will be included in the general Feedback Event Database.

The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are a total of 21 questions in the survey.

## ABOUT THE RESPONDENT

### **Q1 You are...**

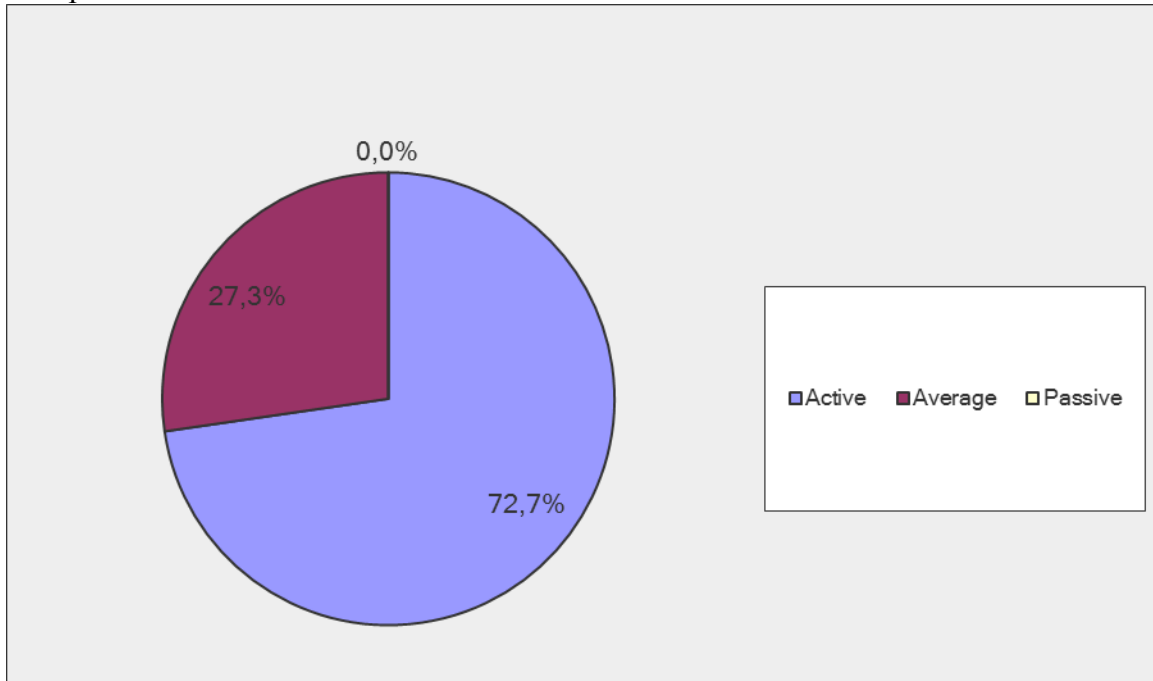
11 (100%) respondents gave answers. Among them: 7 representatives of PEMPAL countries and 4 Resource persons.



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

### **Q2. How do you rate your participation in this event?**

11 (100%) answers were given. 8 (72.7%) respondents think that their participation in the event was ‘Active’. 3 (27.3%) respondents think that their participation was ‘Average’. Nobody chose the option “Passive”.



Among them:

3 resource persons were “Active” and 1 – “Average”

5 representatives of PEMPAL countries were “Active”, 2 – “Average”.

### **Q3. How do you rate London event duration overall?**

11 respondents (100%) answered this question. And most of them rated the event duration in a positive way.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Too short	9.1%	1	1	0
About right	<b><u>90.9%</u></b>	<b><u>10</u></b>	<b><u>6</u></b>	<b><u>4</u></b>
Too long	0,0%	0	0	0

**Q4. How much do you agree with the following statements about the participants of the event? (Please rate each item):**

10 respondents (90.9%) 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	2	2	<u>6</u>	10	<u>4,4</u>
b) I learned from the experience of other participants in the event	0	0	2	<u>5</u>	3	10	4,1
c) Participants had about equal level of prior expertise relevant to the event topics	0	<u>2</u>	3	1	<u>4</u>	10	<u>3,7</u>
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	2	2	<u>6</u>	10	<u>4,4</u>

**Q5. How much do you agree with the following statements about the content design of the event? (Please rate each item):**

11 respondents (100%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The event agenda was properly planned	0	0	1	5	<u>5</u>	11	4,4
b) The content of the event was properly prepared	0	0	1	3	<u>7</u>	11	<u>4,5</u>
c) The event addressed issues important to my work	0	0	1	3	<u>6</u>	10	<u>4,5</u>
d) The event covered a right number of topics for the amount of time available	0	0	2	<u>5</u>	4	11	4,2
e) Presentations made during the event were relevant and useful	0	0	1	<u>5</u>	<u>5</u>	11	4,4
f) Enough time was reserved for questions to speakers	0	0	2	<u>6</u>	3	11	<u>4,1</u>

4 comments were left: Here and after pieces of critical feedback are underlined.

*The more you hear, the more questions you have but there is never enough time to ask all of them.*

*Some presenters could have been more attuned to their audience, but to a large degree, this was outside PEMPAL's control*

*There was not enough time for questions.*

*I'm satisfied with the presentation of the HM' Treasury staff, they explained me every detailed information that I've requested (by address of the website, books, e-mail, video conference). I'm taking this opportunity to express my thanks to Michael Parry for the useful help to understand the complicated UK Treasury.*

**Q6. How much do you agree with the following statements about the outcomes of the event? (Please rate each item):**

11 respondents (100%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) Participants received sufficient information on the role of HM Treasury in UK PFMS	0	0	2	4	<u>5</u>	11	4,3
b) Participants understood HM Treasury approaches to spending controls	0	0	3	2	<u>5</u>	10	4,2
c) Participants received sufficient information regarding financial reporting practices and accounting standards used in UK public sector	0	0	1	<u>7</u>	3	11	4,2
d) Participants were familiarized with the UK approach to maintaining the standards of government finance profession	0	0	1	<u>6</u>	4	11	4,3
e) Participants were familiarized with the role and functions of CIPFA	0	0	1	4	<u>6</u>	11	4,5
f) Participants were familiarized with the role and functions of IFAC	0	0	1	<u>5</u>	<u>5</u>	11	4,4
g) Participants were familiarized with the role and functions of IPSASB	0	0	1	4	<u>6</u>	11	4,5
h) Participants were sufficient information during the event, enabling him/her to make judgment on applicability of UK experience to his/her country's PFMS	0	0	1	4	<u>5</u>	10	4,4

4 comments were left:

*We got a lot of general information but it would be interesting to go more into detail. Not all aspects of budgeting were covered because we were short on time.*

*The UK system is unique, and therefore some of the experiences will not be directly applicable to attendees. However, the learning will be of use, as will some of the honest exchanges on both strengths and weaknesses in the UK system*

*Information received was good, but it was clear there is much more to learn and questions to be answered during a future visit*

*By my point of view I am still quite unclear about the way of the financing banks to conduct transactions ordered by budgetary institutions and the role of debt management unit, the central bank and commercial banks. I was surprised that UK Treasury has not implemented yet IPSAS.*

## **PART 2 EVENT ADMINISTRATION**

### **Q7. Please rate the quality of the organization and administration of the event:**

Answered question – 11 (100%). All the ratings are not negative.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of organization (choice of venue, travel arrangements, event logistics, etc.)	0	0	2	4	5	11	4,3
Quality of administration (staff responsiveness, written communication, participant registration, etc.)	0	0	4	3	4	11	4,0

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of organization	0	0	0	3	4	7	4.6
Quality of administration	0	0	2	2	3	7	4.1

Resource persons

Answer Options	1 low	2	3	4	5 high	Response Count	Average
Quality of organization	0	0	2	1	1	4	3.8
Quality of administration	0	0	2	1	1	4	3.8

There were left 2 comments:

*On the day we arrived, meals were not well organized, which was inconvenient. Also, visa payments could have been made to the Embassies directly by the Secretariat after requesting the necessary information.*

*There were problems with the pick up at the airport and communication between the secretariat and participants on the travel itineraries, also confusion about the arrangement of meals on the day of arrival*

**Q8. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

11 (100%) answers were given. And 100% responses were “Yeas”

**Q9. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?**

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

**Q10. Did you use the wiki page in preparation for the event?**

11 responses (100%) were given.

Answer Options	Response Percent	Response Count		
		all	representatives	resource persons
Yes	<u>54,5%</u>	<u>6</u>	<u>5</u>	1
No	45,5%	5	2	<u>3</u>

No comments were left.

**Q11. Are you satisfied with the quality of interpretation provided during the event?**

10 (90.9%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	6	4	10	4,4

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	3	<u>4</u>	7	<u>4,6</u>

Resource persons

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

1 comment was given. *I cannot comment as I followed presentations in English*

**Q12. Are you satisfied with the quality of written translation of event materials?**

9 (81.8%) answers were given.

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	4	5	9	4,6

Representatives of PEMPAL countries

Answer Options	1 low	2	3	4	5 high	Response Count	Average
	0	0	0	2	<u>5</u>	7	<u>4,7</u>

Resource persons

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

2 comments were given.

*Not applicable to me*

*As above (I cannot comment as I followed presentations in English)*



## **PART 3 OVERALL IMPRESSION**

### **Q13. Did the event disappoint, meet, or exceed your expectations?**

11 (100%) participants answered the question.

Answer Options	Response Percent	Response Count		
		all	representatives	Resource persons
Disappoint	0,0%	0	0	0
Meet	<b>63,6%</b>	<b>7</b>	<b>4</b>	<b>3</b>
Exceed	36,4%	4	3	1

### **Q14. What did you like best about the event?**

6 comments were left. All of them are valid.

*Visit to the Treasury and the Institute of Financial Accountant Certification.*

*Frank discussions with UK Treasury officials.*

*Presentation by Phill Trotter of HM Treasury was most informative*

*It was a unique opportunity to visit HM treasury and hear from the colleagues about the role and functions of the HM treasury. Also the presentation of the deputy chair of the IPSASB was extremely interesting and gave lots of insights in our work.*

*Our colleagues from Great Britain tried to show us all the functions of the British national public finance management system. They were very friendly and open about recognizing existing problems.*

*Presentation of the IFAC, Ms.Phil from UK Treasury and wrap up from Mark Sillins and Michael Parry in afternoon sessions..*

### **Q15. What did you not like most about the event?**

6 comments were left. 1 of them is comment: "No particular adverse comments"

*There was not enough time to learn about British practices in detail, learning visits could have lasted longer.*

*Presentation by IFAC. It was not focussed enough on the requirements or interests of participants*

*I would love if HM treasury have shared more practical information and materials with us: ex. brief financial statements, which may have been confidential, though.*

*The financial literacy presentation. It seems as their specialists are unsure and lost when they talked about this field, which is new to them. So far without any results. This presentation could have been skipped and other presentations expanded.*

*Lack of the presentation on the management of periodic deficit/surplus and debt.*

**Q16. Do you plan to brief your colleagues about the event?:**

10 (90.9%) participants answered the question. And 100% of them responded “Yes”.

**Q17. How do you plan to brief your colleagues?**

Answered question – 8 (72.7%). Most of respondents was going to share materials.

Answer Options	Response Percent		Response Count	
	all	all	representatives	Resource persons
Share materials	<b>87,5%</b>	<b>7</b>	<b>6</b>	<b>1</b>
Make a presentation	12,5%	1	1	0
Prepare a back-to-office report	50,0%	4	3	1

5 comments were given:

*I think the UK approach to implementing accrual and consolidated reporting, provides a good case study, both with positive messages and examples which other countries should not follow*

*Paper on UK system*

*Give a brief info on the meeting*

*I am planning to publish several articles in our departmental edition.*

*My plan to brief my colleagues with the results of this event is to prepare the summarized report attached the materials. The report will explain the UK treasury approaches and how we can adapt them in our system.*

**Q18. How much do you agree with the following statement?**

10 respondents (90.9%) answered this question. Average rating is positive.

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	1	0	1	<b>4</b>	<b>4</b>	10	4

Representatives of PEMPAL countries

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	1	0	1	2	<b>3</b>	7	3.9

Resource persons

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	<b>2</b>	1	3	<b>4.3</b>

### **Q19. How can you apply the acquired knowledge?**

6 comments were left:

*These ideas could be used when developing the methodology.*

*By using examples from the UK in presentations and material I develop*

*Better understanding of UK issues*

*I got practical knowledge on several IPSAS issues and I use them while implementing the IPSAS project*

*Could be used to minimize or eliminate the risks when trying to advance accounting and financial accountability reforms.*

*1.Regarding to financial reporting practice I'll prepare the draft manual adapted to our system and include IFRS as a basis of accounting and transition to EPSAS. 2.Zero-based programmes approach will be useful for our practice. 3.To launch a project focus on enhancing the skills/ qualifications of treasury staff by close collaboration between treasury and methodology/professional training organizations.*

### **Q20. Overall, my satisfaction with the event was...**

Answered question – 10 (90.9%). 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	1	2	7	10	4,6

Representatives of PEMPAL countries

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	0	6	7	4.7

Resource persons

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	0	2	1	3	4.3

## **PART 4 RECOMMENDATIONS FOR THE FUTURE**

### **Q21. Do you any suggestions to improve the content, approach and other aspects of such events in future:**

4 comments were left, and 2 of them consists suggestions.

*Perhaps have a group discussion at the end of each day regarding key messages and lessons learnt.*

*The extent to which the audience is knowledgeable about the topic and the quality of discussions that follow the presentations significantly impact the outcome of the event.*