

PEM PAL BCOP WG MEETING IN MOSCOW FEEDBACK

SURVEY

On May 25-26, 2014 PEMPAL BCOP WG meeting took place in Moscow, Russia, before the CROSS-COPs Plenary Meeting.

After the event, the on-line survey in three languages was created. The aim of the survey was to receive event feedback.

Links to the surveys – <https://ru.surveymonkey.com/s/P87V6BZ> (for those who attended Cross-Cops Plenary meeting)

<https://ru.surveymonkey.com/s/SKBLNWK> (for those who was only on BCOP WG meeting)

The survey started to collect responses on June, 5 and finished on June 26, 2014.

Invitations to take part in the survey were sent to all participants of the event.

20 responses were received– 19 from those who attended Cross-Cops Plenary meeting and 1 from those who was only on BCOP WG meeting.. In this report, we analyze all 20 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.

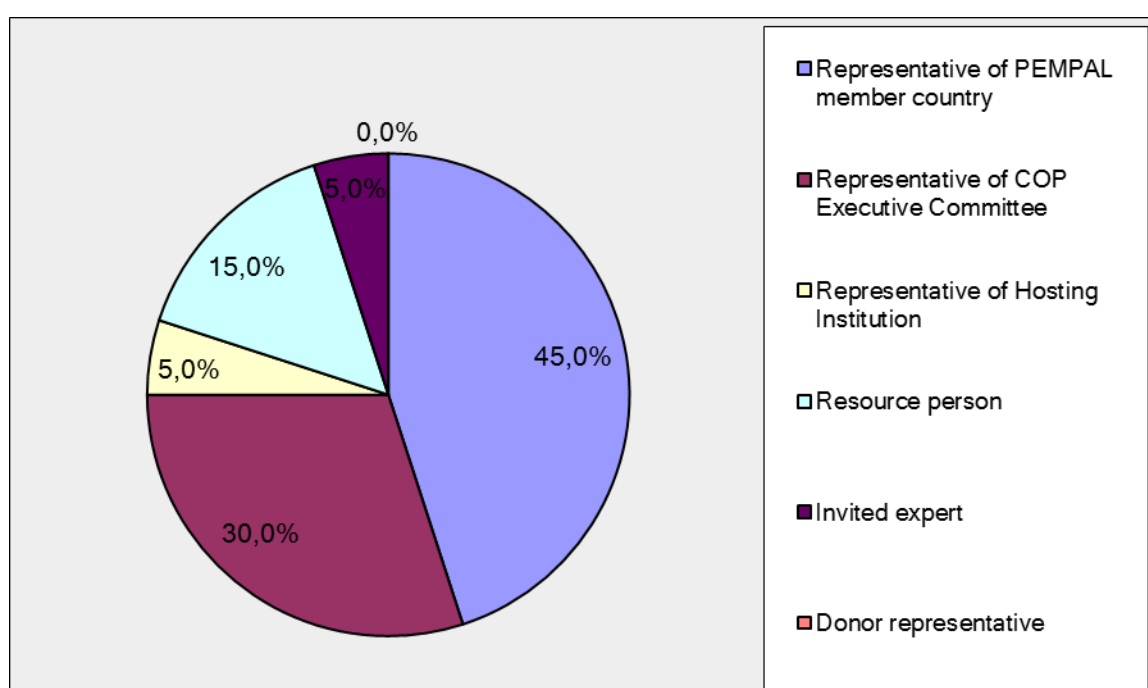
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are total 23 questions.

ABOUT THE RESPONDENT

Q1 You are..

20 (100%) respondents gave answers.

Answer options	Response Percent	Response Count
Representative of PEMPAL member country	45,0%	9
Representative of COP Executive Committee	30,0%	6
Representative of Hosting Institution	5,0%	1
Resource person	15,0%	3
Invited speaker	5,0%	1
Donor representative	0,0%	0



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

20 respondents (100%) answered this question. And 30% of them replied “Yes”.

Answer Options	Response Percent	Response Count
Yes	30%	6
No	70%	14

Q3. How many PEMPAL events have you attended before?

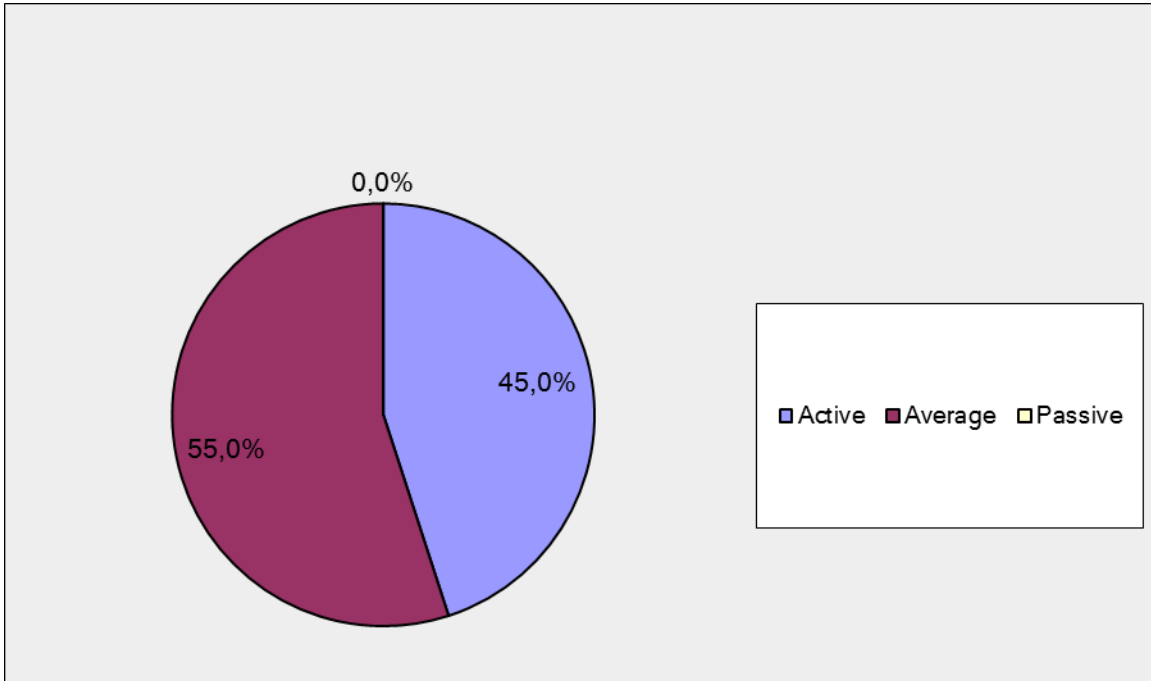
This question was seen only by those respondents who chose “No” in the previous question. 14 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
4	2	2	6	14

PART I EVENT DELIVERY

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

20 (100%) answers were given. 9 (45% of responded) respondents think that their participation in the event was ‘Active’. 11 (55%) respondents think that their participation was ‘Average’. And no one chooses the option “Passive”.



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

20 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	20%	4
About right	80%	16
Too long	0%	0

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

20 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	2	5	13	20	4,55
b) I learned from the experience of other participants in the event	0	0	2	5	13	20	4,55
c) Participants had about equal level of prior expertise relevant to the event topics	0	1	5	8	6	20	3,95
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	2	3	15	20	4,65

Q7. How much do you agree with the following statements about the content design of the event?

20 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	1	3	<u>16</u>	20	4,8
b) The content of the event was properly prepared	0	0	1	1	<u>18</u>	20	<u>4,9</u>
c) The event addressed issues important to my work	0	0	2	7	<u>11</u>	20	4,5
d) The event covered a right number of topics for the amount of time available	0	0	1	7	<u>12</u>	20	4,6
e) Presentations made during the event were relevant and useful	0	0	3	3	<u>13</u>	19	4,5
f) Enough time was reserved for questions to speakers	0	<u>1</u>	1	6	<u>12</u>	20	4,5

2 comments were left: (Here and after pieces of critical feedback are underlined.) Practically all of them are very positive:

1. Overall, the event was planned and carried out in a high level, it is desirable that the discussions were active.
3. From my standpoint (I am a civil servant, but working on the issues relevant to self government operations), I believe that lectures are missing a link between state and local level. Lectures are mainly concentrated on state level operations' analysis, while local self government is mentioned only slightly. When discussing decentralization issues and affairs, it is difficult to compare it with other states experiences and practices, because every state is very self specific in these matters. For example, I have noticed that in some states local self government budgets are consolidated within the state budget, which is not the case in Croatia (in addition to other specific characteristics). We have state budget and 576 local self government budgets, for whose execution the heads of those units are responsible. I would dare to say that we function on the basis of one saying: "Think globally, act locally!". All that makes sense because all is based on individual tax payer to whom the local self government level is much closer than the state one. At the local level one can act easier, faster and more efficiently. For that reason I am suggesting that in the future you prepare a lecture covering in more depth the issue of importance of local self governments and how to improve them.

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

19 responses (95%) were received.

Event objective has been achieved:	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
BCOP WG meeting							
a) Review trends in public sector pay and employment.	0	1	1	6	11	19	4,4
b) Learn from the findings of the World Bank study on public sector wage bill management	0	1	1	4	13	19	4,5
c) Discuss public sector pay reforms in selected participating countries	0	1	1	3	14	19	4,6

3 informative comments were left about outcomes of BCOP WG meeting.

1. *Employment and wages issues are very important for every country, and therefore very useful to exchange experiences*
2. *In our country, these questions are relevant, I would like to raise the level of knowledge in all 3 of the above issues. For me it is also important to establish contacts with colleagues from other countries in the following areas: control of payroll and employment fund, laws on wages, automated human resources management system.*
3. *I believe that we have made a significant step forward, but there is still room for further improvements. Those states that do not have established legal framework in this area (local self government level), have gained information on how to do it, while those with the set legal framework can consider on how to improve it, because there are always better options to reflect on.*

PART 2 EVENT ADMINISTRATION

Q10. Please rate the quality of the organization and administration of the event:

Answered question – 20 (100%). Most of the ratings are very high.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	0	1	1	<u>18</u>	20	4,85
Quality of administration	0	0	0	1	<u>19</u>	20	<u>4,95</u>

There were left 5 very positive comments. Most of commenters (4) responded that quality of administration and organization was great. For example: *“Everything was provided in timely manner and in good spirit!”*, *“Staff was extremely kind and always available for all additional requests. I would like to give special praises and tribute to all ladies and gentlemen colleagues from the CEF.”*

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

20 (100%) answers were given. And 100% responses were “Yes”.

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

19 (95%) answers were given. And 94.7% of respondents (18) replied “Yes”. 1 person (5.2%) did not receive practical information prior to the event.

Q13. Are you satisfied with the quality of simultaneous interpretation provided during the event?

Q14. Are you satisfied with the quality of written translation of event materials?

20 responses were given (100%) to both questions.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
simultaneous interpretation	0	0	2	4	<u>14</u>	20	4,6
written translation	0	0	0	4	<u>14</u>	20	<u>4.8</u>

There was left 4 comments to Q13 and no informative comments to Q14.

Q 13

- 1. There was a problem with the translation during video workshop of management expenses for employees.*
- 2. I almost did not feel that the workshop held on 3 languages.*
- 3. A classical comment from us coming from Croatia: translation was provided in Serbian language, thus younger generations have had some minor difficulties. As per interpreters themselves, there are no complains.*
- 4. I am very satisfied by the quality of interpretation.*

PART 3 OVERALL IMPRESSION

Q15. Did the event disappoint, meet, or exceed your expectations?

There are 20 (100%) answers to the question..

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<u>60%</u>	<u>12</u>
Exceed	40%	8

Q16. What did you like most about the event?

14 comments were left. All of them are valid.
Participants like different aspects of the event:

Organization and work of resource team were mentioned in 5 comments For example:
“Everything was very well organized.”

Participants like to **share experience with colleagues and experts**: *“Realise that the colleagues from other countries are engaged in the same issues as you, listen to the experts of different areas, and most importantly, look at what you do in your work from a different perspective”*

Experts’ and colleagues presentations were mentioned 6 times. For example: *“Every lecture in its own manner. Optimally addressed. Looking from the human stand point, one cannot expect more.”*

Active participation: *“Active participation of PEMPAL members.”*

Q17. What did you not like most about the event?

11 comments were left. 5 of them are comments like “*I liked everything*” or “*Nothing*” It means that there are 6 comments about elements which were not liked by participants.

1. *I can not single out anything as they are also some disadvantages and advantages (intensity lectures).*
2. *Not enough social events*

Q18. Do you plan to brief your colleagues on this event?

20 responses were given (100%) and 100% of them (20) are “Yes”.

Q19. How do you plan to brief your colleagues?

20 responses (100%) were given

Answer Options	Response Percent	Response Count
Share materials	90%	18
Make a presentation	15%	3
Prepare a back-to-office report	45%	9

2 comments were left:

1. *... in informal talks...during joint meetings, without too much burden and pressure...*
2. *In communicating with my colleagues I will inform them on wage bill issue based on accompanying materials provided to us relating to the survey results*

Q20. How much do you agree with the following statement?

19 respondents (95%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	1	3	5	10	19	4,3

Q21. How can you apply the acquired knowledge?

11 comments were left.

Some respondents mentioned that “*I will apply the acquired knowledge in my work*” (mentioned 6 times) For example: “*Using received experience in my work*”

Other comments::

- 1. Preparation of appropriate instructional and methodological materials*
- 2. I cannot state that it's possible to apply all the acquired knowledge in my work. But I think it's important to a direction for the future work. And here the acquired knowledge would be useful.*
- 3. Having in mind that I hold a position where I can provide my suggestions and recommendations via presenting law and by-law amendments as well as in other manners, I can contribute to the improvement of current state of affairs in my country.*
- 4. In planning BCOP events next year. In delivery of technical assistance to countries of the region.*

Q22. Overall, my satisfaction with the event was...

Answered question – 19 (95%).

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	3	<u>15</u>	19	4,7

RECOMMENDATIONS FOR THE FUTURE

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

9 comments were left and 2 of them consist suggestions.

Here they are:

- 1. Consider possibility to discuss issues of interest in detail with experts.*
- 2. I have already presented suggestions in my previous comments. Also, try somehow to give more space to local self government issues.*

Q24. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?

9 comments were left. And 5 of them are informative.

Here they are:

- 1. I think that this question should be discussed in leadership groups*
- 2. Which ratio in wages have government employee? Who receives more in other countries – a policeman or a doctor, what determines teacher's salaries, how payroll controls in the countries with limited financial resources, what is the role of the Ministry of Finance in wage policy for public sector employees?*
- 3.to investigate what decentralization issue stands for in different countries. What state level operations are delegated to local level? How, and in which manner are those operations financed? Who is financing local self government wage bill spending – what is the source - is it intergovernmental or local government? Sources of financing for teachers/professors? Medical staff - doctors, nurses?*
- 4. Participation in events such as the annual meetings of senior officials, as well as training seminars in countries with high level of transparency (OBI)*
- 5. I would be to my job interest to attend a study visit, in a country having in place strong internal control system.*