

PEM PAL PLENARY MEETING IN MOSCOW FEEDBACK

SURVEY

On May 27-29, representatives from all Communities of practice (COP) met to discuss fiscal transparency and accountability in Moscow, Russia.

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

Link to the survey – <https://ru.surveymonkey.com/s/P87V6BZ>

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 (147) of the event.

99 responses were received. In this report, we analyze all 99 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.

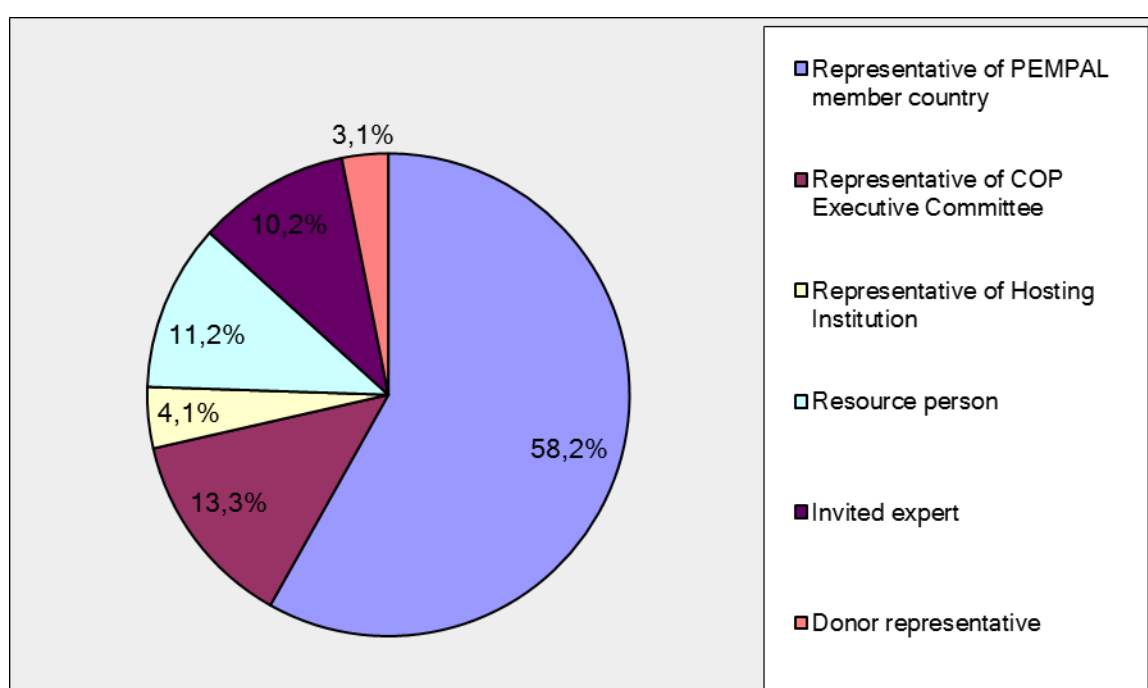
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are total 24 questions.

ABOUT THE RESPONDENT

Q1 You are..

98 (98.9%) respondents gave answers.

Answer options	Response Percent	Response Count
Representative of PEMPAL member country	58,2%	57
Representative of COP Executive Committee	13,3%	13
Representative of Hosting Institution	4,1%	4
Resource person	11,2%	11
Invited speaker	10,2%	10
Donor representative	3,1%	3



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

98 respondents (98.9%) answered this question. And 30.6% of them replied “Yes”.

Answer Options	Response Percent	Response Count
Yes	30,6%	30
No	69,3%	68

Q3. How many PEMPAL events have you attended before?

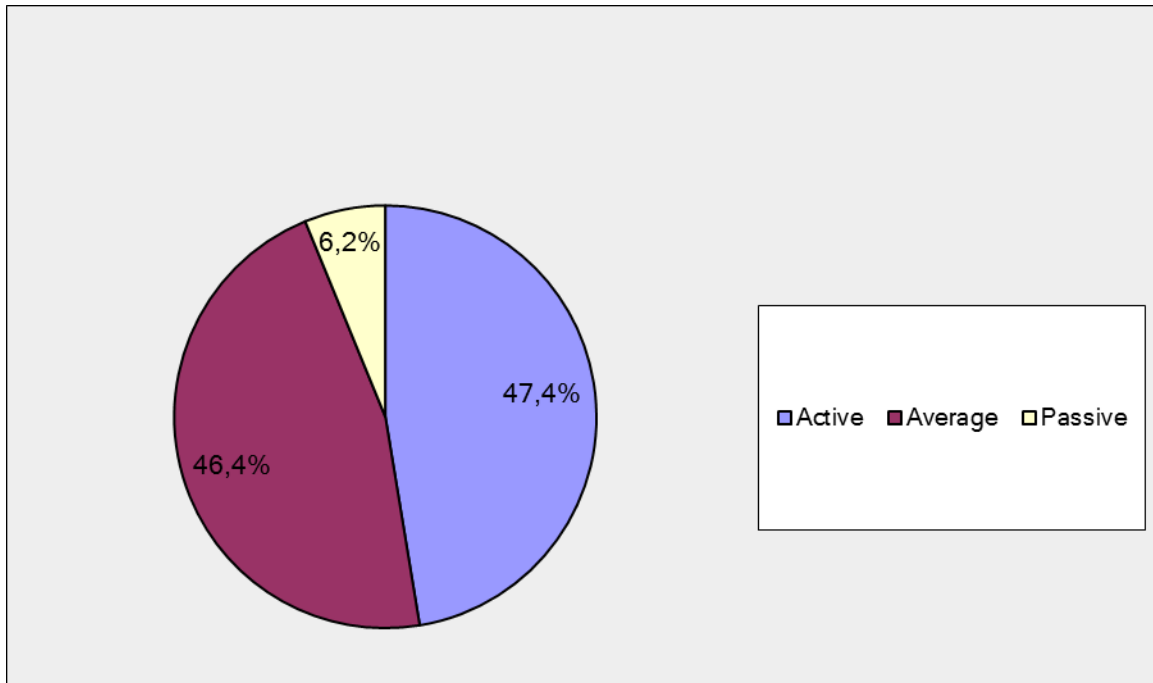
This question was seen only by those respondents who chose “No” in the previous question. 68 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
18	14	11	25	67

PART I EVENT DELIVERY

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

97 (98%) answers were given. 46 (47.4% of responded) respondents think that their participation in the event was 'Active'. 45 (46.4%) respondents think that their participation was 'Average'. And 6 persons (6.2%) chooses the option "Passive".



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

98 respondents (98.99%) answered this question.

Answer Options	Response Percent	Response Count
Too short	16.3%	16
About right	75.5%	74
Too long	8.2%	8

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

98 respondents (98.9%) 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	1	0	4	27	66	98	4,6
b) I learned from the experience of other participants in the event	0	1	7	27	63	98	4,6
c) Participants had about equal level of prior expertise relevant to the event topics	2	6	25	39	25	97	3,8
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	1	3	26	68	98	4,6

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

96 responses (97%) were received.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The event agenda was properly planned	0	3	2	16	<u>75</u>	96	4,7
b) The content of the event was properly prepared	<u>1</u>	0	1	11	<u>82</u>	95	<u>4,8</u>
c) The event addressed issues important to my work	0	2	7	30	<u>57</u>	96	4,5
d) The event covered a right number of topics for the amount of time available	<u>1</u>	2	15	24	<u>53</u>	95	<u>4,3</u>
e) Presentations made during the event were relevant and useful	0	1	7	18	<u>69</u>	95	4,6
f) Enough time was reserved for questions to speakers	<u>1</u>	6	4	21	<u>63</u>	95	4,5
g) The topics for the group discussions were relevant	0	2	3	23	<u>67</u>	95	4,6
h) Enough time was reserved for group discussions	<u>3</u>	3	9	17	<u>61</u>	93	4,4

21 comments were left: (Here and after pieces of critical feedback are underlined.)

Practically all of them are very positive but many commenters think, “*more time should be given to group discussions*”.

Here are some of comments:

1. *.1) Would be better to know the topics for group discussion in advance 2) The results of group discussion could be higher if participants would represent the same community, would have the same area of responsibility. The plenary session is the right place for getting all communities together..*
2. *I was very impressed by the presence of the Minister of Finance of Russia at this event and his comments*
3. *.The topics covered during the event were a bit too much for the amount of time available.*
4. *Questions for this event were very difficult to formulate and tended to be general. There should have been more short periods of discussion*
5. *The time allowed for group work was really a great improvement from Zagred. The questions for group work was a quite a lot and could perhaps have been more simpler stated, but overall it worked well.*
6. *The event covered an extreme number of topics for the amount of time available. I was surprised.*

Q8. Each COP had meetings before the main event. Please indicate which meeting you attended:

93 (93.9%) responses were received.

Answer Options	Response Percent	Response Count
TCOP plenary meeting	28%	26
BCOP working group meeting	20,4%	19
IACOP working group meeting	18,3%	17
None of the above /	33.3%	31

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

93 responses (93.9%) were received.

Event objective has been achieved:	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
Share information about the concepts and tools of fiscal transparency and accountability and how these can be applied (from a central finance agency perspective)	0	1	3	20	69	93	4,7
Form a long term view of how the topic can be involved in the future work of PEMPAL Communities of Practice (COPs).	0	2	7	26	56	91	4,5

11 informative comments were left. Most of the commenters like the topic and its applicability.

Here some comments:

1. . *Excellent opportunity for comparing neighboring countries practices against top international standards*
2. *During this meeting the majority of presentations was to respond to the question “How can fiscal system transparency and accountability be practical and measured?” but few presentations talked about why and for what citizen, civil society and different interest groups should use shared information and data for? I think that this question is more important than the first one. Let's think in the next meeting about risks of openness on the state budget rentability, citizens behaviors in term of paying fiscal duty. so think about previous conditions to adapt mentalities to the use of new tools and procedures for increasing budget resources, democracy, and good governance which mean at the same time transparency, integrity, participation, responsibility and accountability.*
3. *I consider my work, economic and financial inspection, it is a basic component of the topic. Thus, I propose that in the future meetings to introduce the topic "The role of state control in fiscal transparency and accountability".*
4. *Fiscal transparency using modern technologies. Automation of Treasury operations to perform general government transactions through accounting (avoiding manual physical movement of documents and cash) Moving to accrual basis of accounting by the best practices for management of the financial position of the general government.*

PART 2 EVENT ADMINISTRATION

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

Answered question – 94 (94.9%). 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	3	9	<u>82</u>	94	4,8
Quality of administration	<u>1</u>	<u>1</u>	0	8	<u>84</u>	94	4,8

There were left 19 comments. Most of commenters (15) responded that quality of administration and organization was great. For example: *“I highly appreciate as organization, as administration of the event. Thank you a lot for all arrangements.” “CEF team members are the best example on how to execute professional affairs. All praises to them.”*

Comments with suggestions and notes:

- 1. Everything was excellently planned, apart from late night flights.*
- 2. 1 - Just try to allocate more time for cultural events if it's possible. 2 - The journey on the boat was magnificent and it will be unforgettable. 3 - All logistic conditions for my participation were chosen with high level skills of the Pempal secretariat's staff I have to congratulate each one of them so Thank you very much for that.*
- 3. Problem of hotel booking but not organizer's fault*
- 4. I have very problems with this event. I given't e-mail for informations, ticket and etc. My e-mail was wrong from npiciri@minfin.gov.al in npirici@minfin.gov.al. This has very problem for me.*
- 5. There will never forget the dinner on the ship and wonderful look in the evening*

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

94 (94.9%) answers were given. And 89 responses (94.7% from responded) were “Yes”. 5 persons gave the answer “No” (5.3%)

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

92 (92.9%) answers were given. And 96.7% of respondents (89) replied “Yes”. 3 persons (3.3%) 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?

94 responses were given (94.9%) to question 13 and 93 (93.9%) – to question 14.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
simultaneous interpretation	0	1	6	19	68	94	4,6
written translation	0	0	0	17	76	93	4,8

There was left 15 comments to Q13 and 9 comments to Q14.

Q 13 9 comments were about very good quality of simultaneous interpretation provided during the event. For example: “*Serbian translation was at the expected high level of quality.*”, “*Quality of interpretation was of a very high professional level.*”

Comments with suggestions and notes:

1. There was a problem with the translation during video workshop of management expenses for employees.
2. I am very tired with interpretation. We have for interpretation in Albani language.
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. One of the ladies had a lot of ehhh.....ehhh.....ehhh when she translated into English. It is a somewhat disturbing.
5. Without simultaneous interpretation provided we couldn't discuss and communicate with participants specially during group discussion. In addition it was a great opportunity for me to improve my English.
6. Sometimes interpreters switched during one speaker's presentation, it was not convenient for those who hear the speech, but generally, everything was good.

Q 14 3 comments are about very good quality of translation. For example: “*I am glad with quality of event material translation*”.

Comments with suggestions and notes:

1. Some slides in some presentations (mainly graphs and charts) were translated and unreadable
2. Some translations not received before event
3. We have not received all presentations in Serbian language which were provided on memory stick.
4. many other presentations are not provided yet I talk about many reports and conclusions for the meeting they are so important for my job.
5. Some presentations included scanned data and tables, where impossible to make changes easily and so, they were not translated.

PART 3 OVERALL IMPRESSION

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

There are 94 (94.9%) answered question..

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<u>67%</u>	<u>63</u>
Exceed	33%	31

Q16. What did you like most about the event?

68 comments were left. All of them are valid.

Participants like different aspects of the event:

Comments like “*I liked everything.*” were left 5 times. For example: “*Event was organized perfectly from the beginning to the end.*”

Organization and work of resource team were mentioned in 10 comments For example: “*I appreciated most the perfect organization of the event*”, “*Good overall organization of the event and maximum commitment and professionalism of the hosts, i.e. Ministry of Finance of the Russian Federation.*”

Group work was mentioned 9 times. For example: “*The discussions in the small groups where we could share more information on specific topics*”

Participants like to **share experience with colleagues and experts** (mentioned 11 times) For example: “*Also was very interesting to hear the experience and tools used by other countries in order to assure the fiscal transparency.*”

Presentation of Russia was mentioned 5 times: For example: “*The high level participation from the host country.*”, “*Live demonstrations of the Treasury systems and citizen's budgets . Presentation sustained by representatives of Russian Ministry of Finance*”

Experts’ and colleagues presentations were mentioned 21 times. For example: “*Lecturers from around the world*”, “*Presentations of countries financial systems, especially the case of Russia*”, “*High quality speakers on topics that they were knowledgeable on topics were linked to the PEMPAL objectives and broader agenda.*”

Active participation and friendly atmosphere was mentioned 5 times. For example: “*The spirit of the PEMPAL community paired with the hard work on the topics of the respective work programmes.*”

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

56 comments were left. 22 of them are comments like “*Everything was fine*” or “*No comments*” It means that there are 34 comments about elements which were not like by participants.

9 respondents did not like **Intensity of the event** and **Time issues** For example: “*The amount too much of information in a shorter time*” “*Some days included too many presenters.* There were a

lot of new and interesting information, while too little time was allowed for discussions following questions raised relating to presentations.”

4 respondents did not like **venue and food**. For example: *“maybe the place/city were organized the event, long distance from our country.”* *“I was entirely pleased. The hotel costs were however exorbitantly high...*

Lack of social events (time to see Moscow) were mentioned 3 times. For example: *“I regret that due to the busy agenda, was not enough time to visit Moscow”*

Other comment:

1. I don't think that the presentations and other materials should be printed out for all participants. Electronic versions should suffice.
2. Group meeting evaluation next day
3. Kosovo not participating on this event as PEMPAL member
4. Organization of the return flights, i.e. travel itinerary and leaving the hotel at 01:20 am
5. I liked the topic best of all, as all the COPs could relate to it. Also the feeling of community among the members was wonderful to see. The close relationships that have built up over time and the sharing of reforms, problems and progress by each country was great to be a part of.

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

93 responses were given (93.9%) and 96.8% of them (90) are “Yes”. 3 persons (3.2%) responded “No”.

Q19. How do you plan to brief your colleagues?

91 responses (91.9%) were given

Answer Options	Response Percent	Response Count
Share materials	71,4%	65
Make a presentation	23,1%	21
Prepare a back-to-office report	68.1%	62

13 comments were left. 4 commenters mentioned that they already did that.

Here some of comments:

- 1. Prepare an article about the event which will be published in our Bilten for internal auditors*
- 2. ... in informal talks...during joint meetings, without too much burden and pressure...*
- 3. I will transfer gained experiences to the expert audience in Serbia during performing my regular activities related to trainings*
- 4. In communicating with my colleagues I will inform them on new findings relating to budget transparency issue in the countries which presented their experiences during the event, as well as inform them on wage bill issue based on accompanying materials provided to us relating to the survey results*
- 5. I will use part of the material for my concept note which I will prepare to set up a programme on anti-corruption and asset recovery for the Swiss Government. The lessons of this conference will be very useful aspects to my thought process.*
- 6. In the end of the meeting I gave the secretary of PEMPAL a common declaration in which all Arabic countries representatives affirm that we are interested in the topics which had been discussed during the meeting. Secondly we announced that the methodology of working adopted by the Pempal country members gave us the idea to discuss the possibility of creating a net working group in MENA region like PEMPAL. I'm sure that we can establish and concretize this initiative with the technical assistance of Pempal secretariat and other international institutions such as WM and IMF. We need seriously this assistance So ...*
- 7. Informal publicity on Pempal. Inclusively during trainings already sustained and pending.*
- 8. I will verbally transfer experiences of other colleagues.*
- 9. During working meetings..*
- 10. I have already done that. We held a joint meeting, I have briefed my supervisors, managers and colleagues in the Treasury. For information purposes, I have compiled a report covering Moscow plenary meeting issues on the topic: Fiscal Transparency and Responsibility.*

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

90 respondents (90.9%) 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	13	23	53	90	4,4

Q21. How can you apply the acquired knowledge?

55 comments were left.

Some respondents mentioned that ***“I will apply the acquired knowledge in my work”*** (mentioned 11 times) For example: *“Practical application in the field of our work”*

In developing methodological materials and Legal framework (mentioned 10 times).
“Preparation of appropriate instructional and methodological materials”, “I will make proposals regarding the improvement of the legal framework “.

Help in reforms and bigger transparency of budget process was mentioned 10 times For example: *“The acquired knowledge can be used to improve budget transparency, including “The budget for the citizens.”, “Following the PEMPAL event on transparency and accountability, we have proposed to our institution to develop further tools on transparency, in order to make sure the public is informed on every public money spent.”*

Other countries experience was mentioned 12 times. For example: *”By using practical examples and experiences of other participating members” , “The exchange of experiences with colleagues from many countries helped me to gain considerably wider picture on many professional dilemmas I have had”*

Some quotations from comments:

1. *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*
2. *I will apply the knowledge when I am doing audit missions at the budget/accountability. I think I identified some risks about transparency after this event.*
3. *Diagnostic tools are useful and I will incorporate them in my discussions with counterparts. Contacts and discussions at the event were immediately relevant to projects I am working on with client countries and donors.*
4. *The example of Federal Treasury of the Russian Federation was a good example of open budget practice for citizens; also experiences of other countries in the area of budgetary execution policies in a transparent manner*
5. *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.*

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

Answered question – 92 (92.9%).

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average
0	0	1	20	<u>71</u>	92	4,8

RECOMMENDATIONS FOR THE FUTURE

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

46 comments were left and 21 of them consist suggestions.

Here some of them:

1. *It could be organized for longer period or the number of covered topics should be less.*
2. *One of the important topics for such events in the future would be experience of the PEMPAL countries in implementing fiscal rules and independent fiscal institutions. In order to assure continuity and efficiency in participation in such events, would be better if each country would delegate representatives for each community on permanent bases.*
3. *I propose that in the future meetings to introduce the topic "The role of state control in fiscal transparency and accountability".*
4. *more participants from Romania*
5. *I would like to have more time to prepare/to learn for the event. If is possible to sent to us the agenda and the presentations before the events it will be great!!!*
6. *Active participation of all countries of similar level of development, accompanied with examples of highly developed countries.*
7. *More time for group discussions; better organization of feedback from group discussions to plenary (only one speaking person, better structured presentation, have a facilitator to summ up the results from the group discussions)*
8. *I would like to see social events more. At least one day free for social events.*
9. *I think we should have time in the agenda for marketplaces - only 45 minutes, because coffee breaks are not sufficient for that.*
10. *I thought the approach of having the Executive and Steering Committees first discuss and plan the event, followed by subsequent meetings of the Organizing Committee to implement preparations worked well and could be used in the future. Also the discussion group and enabling group approaches worked well and could be considered again. More strategies to support cross-COP cooperation could be identified as part of Action 3 of the PEMPAL Strategy 2012-17 (identify synergies and working projects between the COPs). Currently we have a cross-COP meeting every 2-3 years, and we share information at the quarterly Steering Committee meetings and annual face-to-face executive meeting. This may be sufficient given the communities are quite different but we need to ensure we continually have the dialogue about synergies and consider and plan for future interactions, where they are relevant.*
11. *Facebook page.*
12. *To plan within every future event timeframe, aside from the delivery of qualitative presentations on the selected topics, the presentation on foundations of financial system of the hosting country which will help participants to more easily get familiar with concrete and most important indicators.*
13. *Expanding to more practical applications and study cases adopted in different countries*

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

35 comments were left. And 24 of them are informative.

Here some of them:

1. *Please translate into PEMPAL languages The International Budget Partnership manual on evaluation budget transparency index*
2. *To open a banner on the PEMPAL web site where we can find the organic laws on public finances of all PEMPAL countries and / or other information on progress of reforms in the public finance management area in different countries.*
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. *develope internal control system*
5. *I am very interesting to improve my knowledge in .. audit planning, audit sampling, risk assement*
6. *There are many but I think PEMPAL is working well through existing processes to identify and apply these initiatives as they relate best to participating countries*
7. *I would be to my job interest to attend a study visit, in a country having in place strong internal control system.*
8. *publish as many benchmark studies and other internal material as possible on the website*
9. *Introduction of FMC and development of legal framework (laws and bylaws) – Fiscal responsibility statement. Connection between CHU and Budget sector (relation between budgetary inspection and internal audit).*
10. *To active work of IT thematic group*
11. *Of course you can. through participation to group visits, to programm the organization of a meeting in my country with participation of a number of high level administrators (my colleagues) to give us an opportunity to discuss with you what must be done to reinforce transparency in ficsal system. te organize a mission of dignostic that cane be carried by a number of experts fom Pempal Country members.*
12. *yes, there are some reports about public internal control, accountability and transparency*
13. *More IA products*
14. *I would like to get more information about the PEMPAL through the website of PEMPAL, all materials, more information on upcoming events, contacts of participants, etc*