

IPA

Council of Europe
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Social Security Co-ordination and Social Security Reforms

EVALUATION OF THE REGIONAL TRAINING EVENT ON INFORMATIZATION AND DIGITALIZATION OF DATABASE SYSTEMS IN SOUTH EAST EUROPE. BUILDING AND ELECTRONIC EXCHANGE SYSTEM (EESI)

8/9 FEBRUARY 2011, BELGRADE (SERBIA)

In the framework of the “Social Security Coordination and Social Security Reforms” (SSCSSR) Programme, a European Commission and Council of Europe Joint Programme to further develop social security institutions in the Balkan Region and Turkey, the Secretariat of the Programme organised, following the Action Plan, a Regional Training Event on ***“Informatization and digitalisation of database systems in South East Europe – building an electronic exchange system”*** in Belgrade, Serbia.

At the end of the training event, and in order to allow the Secretariat to evaluate the overall content of the training event, the quality and relevance of the speakers’ interventions, the availability and assistance of the Secretariat and the overall organisation of the event, an evaluation form was distributed to all participants.

This report has been prepared on the basis of the 25 evaluation forms received at the Secretariat from a total of 27 participants.

The Beneficiary Parties were represented as follows:

- 3 representatives from Albania,
- 1 representative from Bosnian & Herzegovina,
- 3 representatives from Croatia,
- 3 representatives from Montenegro ,
- 8 representatives from Serbian,
- 3 representatives from Macedonia

3 representatives from Turkey and
3 representative from Kosovo¹.

Three experts and the Programme Manager were responsible for conducting the training event.

It has to be noted that the forms were anonymous and, consequently, the results obtained could be accepted as not being influenced by external factors.

The results are based on a percentage, on the basis of the evaluation forms received.

1. Content

Did the content of the course fit your needs and expectations?

On a very large scale	48,00%
On a large scale	52,00%
Partially	-
On a small scale	-

2. Experts (speakers)

Please evaluate the interventions provided by Mr Steven Segært with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	96,00%	Very relevant	88,00%
Good	4,00%	Relevant	8,00%
Average	-	Simply interesting	4,00 %
Poor	-	Irrelevant	-

Please evaluate the interventions provided by Mr Arvo Ott with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	88,00%	Very relevant	76,00%
Good	16,00%	Relevant	24,00%
Average	4,00%	Simply interesting	-
Poor	-	Irrelevant	-

¹ All reference to Kosovo, whether to the territory, institutions or population, in this text shall be understood in full compliance with United Nations Security Council Resolution 1244 and without prejudice to the status of Kosovo.

Please evaluate the intervention provided by Mr Tonis Reimo with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	75,00%	Very relevant	71,00%
Good	25,00%	Relevant	25,00%
Average	-	Simply interesting	4,00%
Poor	-	Irrelevant	-

3. Organisation

How would you rate the overall organisation of the course?

Very good	91,00%
Good	9,00%
Average	-
Poor	-

How would you rate the meeting facilities provided?

Very good	79,00%
Good	21,00%
Average	-
Poor	-

How would you rate the hotel accommodation and food provided?

Very good	91,00%
Good	9,00%
Average	-
Poor	-

How would you evaluate the availability and assistance provided by the Secretariat?

Very good	96,00%
Good	4,00%
Average	-
Poor	-

4.- Other comments/suggestions:

No particular suggestions were included in chapter 4 of the form.

CONCLUSIONS

The figures included in this report can be considered as representative of the overall organisation and evaluation of the event, irrespective of the fact that, of a total of 27 participants, 25 evaluation forms were received at the Secretariat.

As far as the content is concerned (Chapter One), it can be stated that the training event satisfied, to a large (very large) scale, the expectations of the participants.

As far as the interventions of the speakers are concerned (Chapter Two), the majority of participants agreed that the quality and relevance of the interventions of the three speakers was either good/relevant or very good/very relevant.

Concerning the overall organisation of the event (Chapter Three), the majority of participants have rated the overall organisation, the facilities, accommodation and catering together with the assistance of the Secretariat as good/very good.

Apart from the information contained in the evaluation forms, from the different contacts maintained by the Secretariat with a good number of participants, it transpires that the issue at question is a difficult one. Transfer of social security data is important in order to facilitate the coordination of social security information between administrations but electronic systems will need to be further developed in order to be fully compatible. Financial and human resources aspects are to be taken into account. Although improvements have been made since last meeting organised in Tirana in 2008, there is still a need to further develop their system in order to have fully electronic data base systems.

No further follow-up activities is envisaged at this stage. It is to be examined by each Beneficiary party whether national activities are to be organised, and, if that is the case, under which format they can be organised.