

IPA

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Social Security Co-ordination and Social Security Reforms

EVALUATION OF THE REGIONAL MEETING ON REFORMS OF THE PENSION SYSTEMS: SITUATION BEFORE THE REFORM, DIRECTIONS AND FUTURE PERSPECTIVES

8-9 MARCH 2011, ANKARA (TURKEY)

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 extended Action Plan, a Regional Training Event on “*the reform of the pension systems: situation before the reform, directions and future perspectives*” in Ankara, Turkey.

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 28 evaluation forms received at the Secretariat from a total of 35 participants.

The Beneficiary Parties were represented as follows:

- 2 representatives from Albania,
- 1 representative from Bosnian & Herzegovina,
- 3 representatives from Croatia,
- 3 representatives from Montenegro ,
- 4 representatives from Serbian,

3 representatives from Macedonia
16 representatives from Turkey and
3 representatives from Kosovo¹.

Six experts, a representative from the Turkish Social Security Institution 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	37,00%
On a large scale	55,50%
Partially	7,50%
On a small scale	-

2. Experts (speakers)

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

<u>Quality</u>		<u>Relevance</u>	
Very good	43,00%	Very relevant	43,00%
Good	46,50%	Relevant	46,50%
Average	10,50%	Simply interesting	10,50 %
Poor	-	Irrelevant	-

Please evaluate the interventions provided by Ms Snježana Baloković with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	39,00%	Very relevant	43,00%
Good	46,50%	Relevant	46,50%
Average	11,00%	Simply interesting	10,50%

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.

Poor	3,50%	Irrelevant	-
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Please evaluate the intervention provided by Mr Miloš Nikač with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	46,50%	Very relevant	35,50%
Good	39,00%	Relevant	61,00%
Average	11,00%	Simply interesting	3,50%
Poor	3,50%	Irrelevant	-

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

<u>Quality</u>		<u>Relevance</u>	
Very good	57,00%	Very relevant	57,00%
Good	43,00%	Relevant	43,00%
Average	-	Simply interesting	-
Poor	-	Irrelevant	-

Please evaluate the intervention provided by Mr Leendert Van Driel with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	21,50%	Very relevant	32,00%
Good	53,50%	Relevant	43,00%
Average	25,00%	Simply interesting	25,00%
Poor	-	Irrelevant	-

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

<u>Quality</u>		<u>Relevance</u>	
Very good	68,00%	Very relevant	77,00%
Good	32,00%	Relevant	23,00%
Average	-	Simply interesting	-
Poor	-	Irrelevant	-

3. Organisation

How would you rate the overall organisation of the course?

Very good	64,00%
Good	25,00%
Average	11,00%
Poor	-

How would you rate the meeting facilities provided?

Very good	53,50%
Good	43,00%
Average	3,50%
Poor	-

How would you rate the hotel accommodation and food provided?

Very good	81,00%
Good	15,00%
Average	4,00%
Poor	-

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

Very good	75,00%
Good	25,00%
Average	-
Poor	-

It is to be noted that a representative of the Turkish Social Security Institutions presented, at the opening of the event, a summary of the present developments in the Turkish pension system. However, this intervention was not evaluated by the participants.

4.- Other comments/suggestions:

- PowerPoint presentations should be made available to participants prior to the event.
- All PowerPoint presentations should be made available in English and not in local language.

- PowerPoint presentations should be sent to participants via e-mail also after the meeting or made them available in the website of the Programme.
- Additional experts from the Region should have been invited.
- Some participants indicated that, for a five star hotel, internet should be made available free of charge in their rooms.

Note: some participants also complaint of the fact that the hotel cleaning services removed all the papers placed in the meeting room after the conclusion of the first day sessions.

The Secretariat contacted the Hotel Manager to request an official explanation of this unfortunate decision taken by the staff of the Hotel. The documents (Agenda, list of participants, personal notes, pencils, files, etc) could not be found.

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 35 participants, 28 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 scale (55,5%%), 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 speakers was either good/relevant or very good/very relevant. That said, the quality and relevance of the intervention of one speaker was considered by some participants as average and simply interesting.

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.

As indicated above, the fact that participants have lost their files (first day) was an unfortunate factor. All the material will be sent back to them but, obviously, their personal notes (first day) have not been recuperated. It is also to be noted that all the PowerPoint presentations were available in English, irrespective that the Turkish speaker presented his slide to the

audience in English. All material will be transmitted to the participants via e-mail and they will also be placed in the Web Site of the Programme.

No further follow-up activity is envisaged at this stage.