



Social Security Co-ordination and Social Security Reforms

EVALUATION OF THE REGIONAL TRAINING EVENT ON SOCIAL SECURITY COORDINATION

15/16 NOVEMBER 2010, ZAGREB (CROATIA)

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 Social Security Co-ordination in Zagreb, Croatia.

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 59 evaluation forms received at the Secretariat from a total of 66 participants.

The Beneficiary Parties were represented as follows:

- 3 representatives from Albania,
- 48 representatives from Croatia,
- 3 representatives from Kosovo¹,
- 3 representatives from “the former Yugoslav Republic of Macedonia”,
- 3 representatives from Serbian,
- 3 representatives from Montenegro, and
- 3 representatives from Turkey.

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.

Although invited, there was no representative from Bosnia & Herzegovina.

Three experts <http://> 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.

It is important to highlight that the event was translated into Croatian language.

1. Content

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

On a very large scale	55,93%
On a large scale	40,67%
Partially	3,40%
On a small scale	-

2. Experts (speakers)

Please evaluate the interventions provided by Bruno de Pauw with regard to their quality and relevance for yourself and your work:

<u>Quality</u>		<u>Relevance</u>	
Very good	91,52%	Very relevant	76,27%
Good	8,48%	Relevant	18,64%
Average	6,79%	Simply interesting	5,08%
Poor	-	Irrelevant	-

Please evaluate the interventions 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	62,71%	Very relevant	52,54%
Good	30,50%	Relevant	32,20%
Average	6,79%	Simply interesting	13,55%
Poor	-	Irrelevant	1,71%

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

<u>Quality</u>		<u>Relevance</u>	
Very good	77,96%	Very relevant	55,93%
Good	22,04%	Relevant	25,42%
Average	-	Simply interesting	19,94%
Poor	-	Irrelevant	1,71%

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

<u>Quality</u>		<u>Relevance</u>	
Very good	81,35%	Very relevant	67,79%
Good	16,94%	Relevant	23,72%
Average	1,71%	Simply interesting	8,49%
Poor	-	Irrelevant	-

3. Organisation

How would you rate the overall organisation of the course?

Very good	93,22%
Good	6,78%
Average	-
Poor	-

How would you rate the meeting facilities provided?

Very good	91,52%
Good	8,48%
Average	12,00%
Poor	-

How would you rate the hotel accommodation and food provided?

Very good	85,45%
Good	15,55%
Average	-
Poor	-

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

Very good	88,13%
Good	10,16%
Average	1,71%
Poor	-

4.- Other comments/suggestions:

Apart from the fact that several participants indicated in this chapter that they were very satisfied with the overall organisation of the event, one participant indicated that the material given was too dense.

CONCLUSIONS

The figures included in this report can be considered as representative of the overall organisation and evaluation of the event since 59 forms were received from a total of 66 participants.

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 four 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 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, notably because new regulations have entered into force last May 2010.

It has to be noted that, although invited, there was no representative of Bosnia & Herzegovina at the Regional Training Event.

Last but not least, it was highly appreciated by the participants the fact that the event was translated (simultaneous translation) into Croatian language.