



CAREC PUBLIC SECTOR MANAGEMENT COURSE  
Dushanbe, Tajikistan

22-23 November 2010

PROGRAMME EVALUATION STATISTICS

What the rating mean					
Not Attained	Somewhat Attained	Attained	Mostly Attained	Fully Attained	No Response
1	2	3	4	5	N

PART 1 - COURSE LEARNING OBJECTIVES									
Course Learning Objectives	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• 1. The programme aims to provide government officials with updated practical knowledge and skills in public sector management and finance.	0	3	5	16	8	0	32	32	3.91
• 2. Participants of the course will be exposed to modern tools and best practices that will strengthen their work within government institutions and enhance accountability, transparency, and efficiency in the use of public resources.	0	1	11	7	13	0	32	32	4.00
• 3. Knowledge strengthening of effective public sector management based on strategic planning and effective operational implementation.	0	2	9	8	13	0	32	32	4.00
• 4. Establishment of regional and international network during the programme.	3	3	3	7	12	4	32	28	3.79
<b>Overall Average</b>									3.92

Please indicate other comments or suggestions

- General understanding gained. Very important topic for civil servants during the economic transition to a market economy.
- Modern and important course
- It would have been better to hear lectures based on our examples
- Two days are too short. The impact of the training would be greater if the training is longer and case studies are from Central Asia.
- More examples from Central Asian countries
- If possible to add 2 more days
- Limited time. Continue at least to 5-7 days.
- I really liked it and I am really happy that I took part in this course
- Use of more general terminology; It would have been more useful to add public financing issues
- I didn't find enough practical issues

PART 2 - KEY LEARNING POINTS AND INSIGHTS

Please provide us with your feedback.

1) What did you find useful in this programme?

- Other countries' experience on these issues were useful
- Discussion of methods from international management practice
- Programme gave us many new insights on PPP and on public management (2)
- Expanding my foundational knowledge
- Many new approaches to common problems
- I especially liked the section of the training about the boss the boss's boss and the madam boss, I never thought about it before so it was good to learn. I greatly enjoyed the second day on PPP.
- In future could use in practice
- We gained new ways to develop our economy and expand some of its sectors.
- Public management and PPP
- Identifying problems in public sector
- Cultivation of leaders and sectors in the public sector
- I learned how to work with public and private partners
- New approaches to economic growth, leadership, ways to improve PPP
- Effective public management

**2) How might you use what you have gained from this programme in your work?**

- For work to coordinate work of various ministries.
- Daily work (4) with commercial entities with goals to support them
- The PPP issues are the topic of my focus so I need to see how to strengthen PPP and PPD in Tajikistan.
- For restructuring work of "Borki Tojik" company
- I could use these methods to develop my country's economy
- Work, discussions and meetings
- In developing projects in a form of normative and legal acts in the field of Public Service
- In situational analysis and creating new methods
- We constantly work on reforms where I can use this new knowledge

**3) Please list your 3 most significant learning/ insights gained from the course.**

- Management roles during unstable times, strategic triangle, project and programme implementation aspects
- Express high respect, modern methods;
- Public management, financial management (2)
- Importance of management in private sector, importance of management's knowledge and their skills
- Correct use of financial tools, risk management
- Change management, how much other countries are advanced in infrastructure PPP, experience of Singapore and China in PPP, importance of connectivity
- Policy formulation, side support, successful programme implementation
- Wider knowledge on infrastructure
- PPP model, risk (2) and expansion of resources, role of donors and risk allocation
- Effective policy formulation (2), Government's support of projects, network
- Support to interest groups,
- Deeper analysis on PPP
- Planning and strategy
- Understand your boss and boss's boss. For implementing any kind of projects leader's vision and potentiality are very important.
- Mumbai Case study, PPP;

**4) What topics/ areas would you want more coverage? Less coverage?**

More Coverage
• Policy formulation based on evidences
• More about the formula of success of Singapore in business development, public sector reforms and PPP issues. More case studies.
• Energy sector, on mutual use of water, building a hydro-electric plant between the neighbouring countries.
• Foreign countries' experience
• PPP in Central Asia
• Concessions, contracts, potential management, management examples
• Modern practices of advanced countries
•

Less Coverage
• Statistics data on various processes and esp in comparison
• Theory
•

**5) Any other suggestions to improve the course?**

- Prolong the duration of the course by one more day.
- Organize this course in Singapore please (2)
- More discussions with the participants and bring their insights from around the world
- Increase number of days per training and number of trainings per year.
- If possible to organize this course more often and at the LKY School.
- Organize this course where the reforms are being implemented.
- Length of the course needs to be not less than 5 days
- More discussion on public sector management in the Central Asian context.
- Inviting other international organizations to such courses would be good.
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**PART 3 - SESSIONS AND PRESENTERS**

Sessions	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• 22 November, Monday, Morning and Afternoon Sessions Public Sector Management	0	2	5	6	19	0	32	32	4.31
• 23 Nov, Tuesday, Morning and Afternoon Sessions Public Private Partnership	0	3	3	12	14	0	32	32	4.16
• Overall Course	0	0	2	11	15	4	32	28	4.46
<b>Overall Average</b>									4.31

Professor Scott Fritzen	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• The Instructor facilitated learning and stimulated further interest in the topic.	0	0	4	6	22	0	32	32	4.56

• Easy to understand.	1	0	2	7	21	1	32	31	4.52
• Made the learning participatory	0	0	2	8	20	2	32	30	4.60
• Provided good examples and learning materials (power points, readings, teaching notes)	0	0	3	12	16	1	32	31	4.42
• Adressed issues raised by participants	0	0	3	10	18	1	32	31	4.48
<b>Overall Average</b>									4.52

**Please explain your rating and add any coments or suggestions to the instructor.**

- Professors were excellent!
- Captured the whole audience's attention, and well organzied interest of participants.
- Need to engage participants more.
- Excellent training style
- Deals with a situation well, provides the course interestingly, highly educated and highly qualified
- Delivered the course excellently.
- Not clear enough and deep enough study.
- Didn't give concrete answers to the questions but overall it was good.
- I didn't like the example of Mumbai slums liquidation.

<b>Professor Eduardo Araral</b>	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• The Instructor facilitated learning and stimulated further interest in the topic.	1	0	5	8	18	0	32	32	4.31
• Easy to understand.	0	1	5	10	15	1	32	31	4.26
• Made the learning participatory	0	1	6	8	16	1	32	31	4.26
• Provided good examples and learning materials (power points, readings, teaching notes)	0	1	4	11	15	1	32	31	4.29
• Adressed issues raised by participants	0	1	4	8	18	1	32	31	4.39
<b>Overall Average</b>									4.30

**Please explain your rating and add any coments or suggestions to the instructor.**

- Importance and usefulness of this course to future development of our country.
- The course is organized on high level and valuable quality of the lecturers is that they were able to deliver their thoughts well to the participants
- Dear Professor sat in the middle of the hall and for some participants it was hard to participate actively.
- Lecturing style is monotonous makes participants less active
- Excellent examples from the experience of other countries.
- Tries very hard to make sure the course is useful and not boring
- Excellent Professors, no words! I would suggest Prof. Araral him to look at the World Bank data and analysis on Tajikistan.
- Delivered the course excellently.
- Achieved at certain level
- Didn't provide exact answers to the participants questions. Overall PPP related issues were all discussed.
- Needs more work on the presenation slides, some info are repetitive, too many text, no structure, the folder had a case study that was not used.
- For Prof. Araral it was necessary to interact more with the participants.

#### PART 4 - INTERPRETERS

<b>Ms. Munira Salieva</b>	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• Easy to understand	0	0	0	10	17	5	32	27	4.63
• Spoke with enthusiasm	0	0	0	10	16	6	32	26	4.62
• Gave clear interpretation	0	0	0	11	17	4	32	28	4.61
<b>Overall Average</b>									4.62

**Please explain your rating and add any coments or suggestions to the interpreter.**

- Thank you very much to the interpreters
- Although I didn't use the translation service but quality was good when I checked.

<b>Mr. Konstantin Parshin</b>	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• Easy to understand	0	0	1	8	17	6	32	26	4.62
• Spoke with enthusiasm	0	0	1	11	14	6	32	26	4.50
• Gave clear interpretation	0	0	0	11	17	4	32	28	4.61
<b>Overall Average</b>									4.57

**Please explain your rating and add any coments or suggestions to the interpreter.**

- Interpretation to Tajik language rather than Russian would have been better.

#### PART 5 - PROGRAMME MATERIALS

Programme Materials	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• Relevance	0	0	3	11	17	1	32	31	4.45
• Organization	0	0	3	4	22	3	32	29	4.66

• Overall Rating	0	0	1	9	20	2	32	30	4.63
<b>Overall Average</b>									4.58

**Comments or suggestions on programme materials:**

- More of practical examples with different cases
- Very good and easy to understand
- It would have been great to hear purely Singapor's economic issues
- Would be good to have case studies from the experience of Tajikistan (or at least countries of CIS) Although these ones were good too.
- Fully delivered
- Regular delivery of such courses please
- Very useful materials that can be usefull for Public management and financing

**PART 6 - PROGRAMME ADMINISTRATION**

Programme Organization	Ratings						Total Participants	Total Rating	Average Rating
	1	2	3	4	5	N			
• Staff Support	0	0	0	4	28	0	32	32	4.88
• Venue	0	1	0	3	27	1	32	31	4.81
• Food	0	0	3	5	23	1	32	31	4.65
• Equipment	0	0	4	6	21	1	32	31	4.55
• Overall Rating	0	0	2	3	26	1	32	31	4.77
<b>Overall Average</b>									4.73

**Comments or suggestions on programme organization:**

- Prolong the duration and circle of questions on public management and present more practical and deeper evaluations on risks or management.
- The next round of this course could be organzied in Singapore
- Aika did a good job! So did Sitora (her assistant), the venue was an excellent choice. We liked the training from all perspectives.
- Thank you all and come back!!!
- Often conduct these type of courses to increase our knowledge and allow us exchange views and experiences
- In general everything is organized on a high level.
- Thanks to ADB and LKY School.
- I liked everything.