

Questionnaire

on the SPI Secretariat Activity

In Relation to Preparation of SPI Projects

Purpose of the questionnaire: SPI Albania is looking to continuously improve its performance in order to make its activity more efficient and to bring it closer to the stakeholders' needs and expectations. This questionnaire has been prepared to capture the SPI community's assessment on the role, responsibilities, and activities of the SPI Secretariat, and to gather suggestions on further improvements.

I. Background

The SPI Secretariat actively supports the project working groups in their activities (for a list of projects and activities please see www.spi-albania.eu) and assists the SPI Committee in the general oversight of the program. Within the SPI Program architecture, the SPI Secretariat plays a pivotal role along several dimensions.

The SPI Secretariat supports the project working groups achieve the project objectives by:

- ***organizing the project working groups' activity:***
 - prepare draft terms of reference (TORs) for the selected projects;
 - support project management team (PMT) in organizing the working group meetings;
 - support PMT in conducting technical meetings of the project working groups;
 - keep record (minutes) on the discussions held within the project working groups meetings;
 - distribute materials, documentation, and relevant information to the PWG members;
 - support PMT in ensuring that assignments are run on time;
- ***performing analytical work:***
 - prepare background documentation for the projects, according to the TORs;
 - collect and centralize individual contributions of the PWG members;
 - conduct surveys for regulatory impact assessments and for other purposes;
 - perform regulatory impact assessments, according to the TORs;
 - support the PMT in preparing project reports;
 - prepare the SPI Committee decision document/s on the project;
- ***providing international technical support:***
 - search for international experience, according to the TORs;
 - identify suitable technical expert and support Convergence in hiring international experts;
 - interfacing with international experts to ensure their knowledge is applied to the project needs;
 - organizing seminars and workshops for sharing the international relevant experience, according to the TORs;
- ***consensus building:***
 - maintain a neutral and objective “honest broker” position among PWG members, while they discuss pros and cons of specific issues;
 - outline the issues under discussions and possible solutions;
 - support the different stakeholders' representatives in the PWG to reach commonly agreed solutions;
 - look for third parties' opinion in disputed matters;
 - providing ideas on compromise solutions;
 - interfacing with “conflicting” parties;

- *preparing SPI decision documents on the projects:*
 - prepare the technical documents by integrating the stakeholders solutions;
 - prepare decision documents for the SPI Committee endorsement.

II. Survey Procedure

We are sending this questionnaire to all Project Working Group members of the SPI projects.

Please send your answers to the questionnaire to [name of the person] at [e-mail address] late than [deadline].

Your answers will be confidentially treated and will be provided to SPI Secretariat and other SPI stakeholders in aggregate format only.

For additional information please contact [name of the person] (phone number).

Please fill in the following details to be used in case communication will be needed:

Respondent:

Project:

Role: Project Owner, Project Manager, Project Working Group Member

Email:

Phone no:

III. Questionnaire on the SPI Secretariat Activity

1. How do you appreciate the role of the SPI Secretariat in organizing the activity of your project working group (PWG)?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the SPI Secretariat’s role in organizing the PWG activity.

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2. How do you appreciate the preparation of the Project TORs by the SPI Secretariat?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the planning of the SPI projects.

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3. How do you appreciate SPI Secretariat’s support in organizing your PWG meetings?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the SPI Secretariat' role in organizing the PWGs meetings.

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4. How do you appreciate SPI Secretariat's contribution in helping conduct the PWG meeting?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the SPI Secretariat role in conducting the PWGs meetings.

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5. How do you appreciate the records (minutes) of the discussions held in the PWG meetings?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the evidence on the PWGs discussions

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6. How do you appreciate the documentation and information provided by the SPI Secretariat for your Project?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the communication with the PWGs

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7. How do you appreciate in general the analytical work performed by the SPI Secretariat?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the analytical contributions of the SPI Secretariat.....

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8. How do you appreciate the background documentation provided by the SPI Secretariat (in case the project TORs provided such a responsibility)?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on how SPI Secretariat could improve the quality of the background documentation provided

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9. How do you appreciate SPI Secretariat work in preparing the Regulatory Impact Assessment (if the case)?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving the SPI work in performing RIA.....

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10. How do you appreciate SPI Secretariat activity in providing international support for the project (if the case)?

Please tick in the appropriate box:

Very good	<input type="checkbox"/>	
Good	<input type="checkbox"/>	Please state reasons
Satisfactory	<input type="checkbox"/>	
Unsatisfactory	<input type="checkbox"/>	

Please provide suggestions on ways of improving SPI Secretariat activity in this area.....

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11. How do you appreciate SPI Secretariat's support in preparing the project reports?

Please tick in the appropriate box:

Very good		
Good		Please state reasons
Satisfactory		
Unsatisfactory		

Please provide suggestions on ways of improving SPI Secretariat's support in preparing the projects reports.....

12. Did you find your opinion correctly reflected in the centralized documents?

Please tick in the appropriate box:

Yes	
No	

13. How do you appreciate in general the consensus building contribution of the SPI Secretariat?

Please tick in the appropriate box:

Very good		
Good		Please state reasons
Satisfactory		
Unsatisfactory		

Please provide suggestions on ways of improving the consensus building activities.....

14. Has the SPI Secretariat maintained a neutral and objective position during PWG discussions?

Please tick in the appropriate box:

Yes	
No	

15. Has the SPI Secretariat supported PWG in reaching the commonly agreed solutions?

Please tick in the appropriate box:

Yes	
No	

16. Has the SPI Secretariat outlined correctly the issues in discussion and provided solutions in the project documents?

Please tick in the appropriate box:

Yes	
No	

17. In retrospect, how do you rate the importance of the “honest broker” role played by the SPI Secretariat (as illustrated in questions 11 through 16) in the implementation of the Albania Financial Sector Modernization Program?

Please tick in the appropriate box:

Very Important	
Quite Important	
Not So Important	
Irrevelant	

18. What are the main benefits of a “honest broker” supporting the Program?

Please rate each benefit with 1 being least relevant to 5 being most relevant

	Benefits	Rating				
		1	2	3	4	5
a.	To identify issues relevant to public-private stakeholders					
b.	To define a project scope to accurately reflect the needs of all stakeholders					
c.	To assemble and support a project working group					
d.	To prepare background information and analyses for the project working group, including Regulatory Impact Assessment					
e.	To use technical expertise efficiently to find practical solutions					
f.	To keep the project working group work at good pace, anticipating and overcoming obstacles					
g.	To help with consensus-building					
h.	To prepare a convincing SPI Committee decision paper					
i.	To keep attention on prompt enactment of issues decided under the SPI Albania framework.					

19. Has the SPI Secretariat kept you informed on the progress with non-PWG activities (follow up with relevant authorities, SPI Committee decisions, project implementation, etc.) related to the project?

Please tick in the appropriate box:

Yes	
No	

20. Please make any additional suggestions for improving the SPI Secretariat work in supporting the PWGs.

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