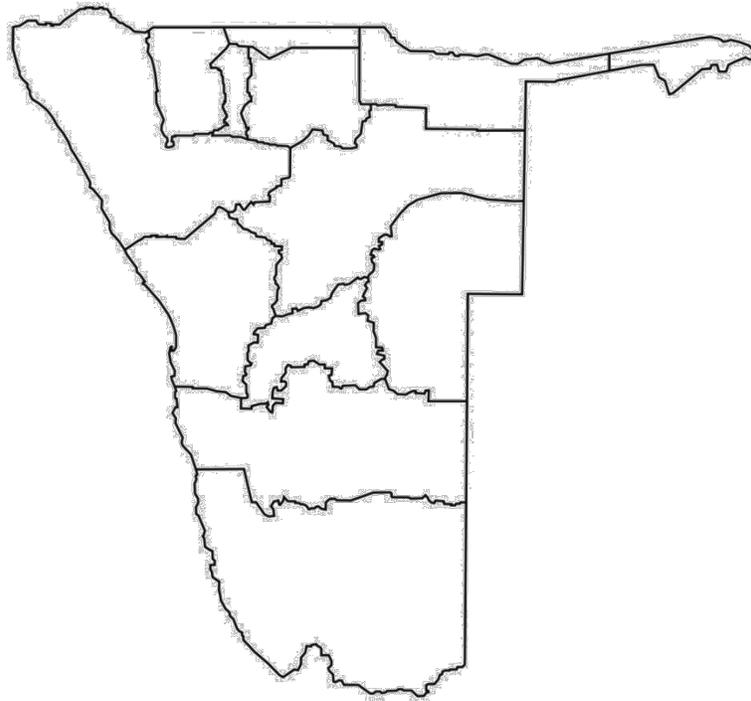




FEEDBACK REPORT

on the LED training course hosted by GTZ
PEG, Windhoek, Namibia.



23-27 February 2009

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1. Introduction

From February 23 to February 27 GTZ hosted a PEG workshop at Safari Court hotel in Windhoek. The event was visited by members of different region, town, and village councils.

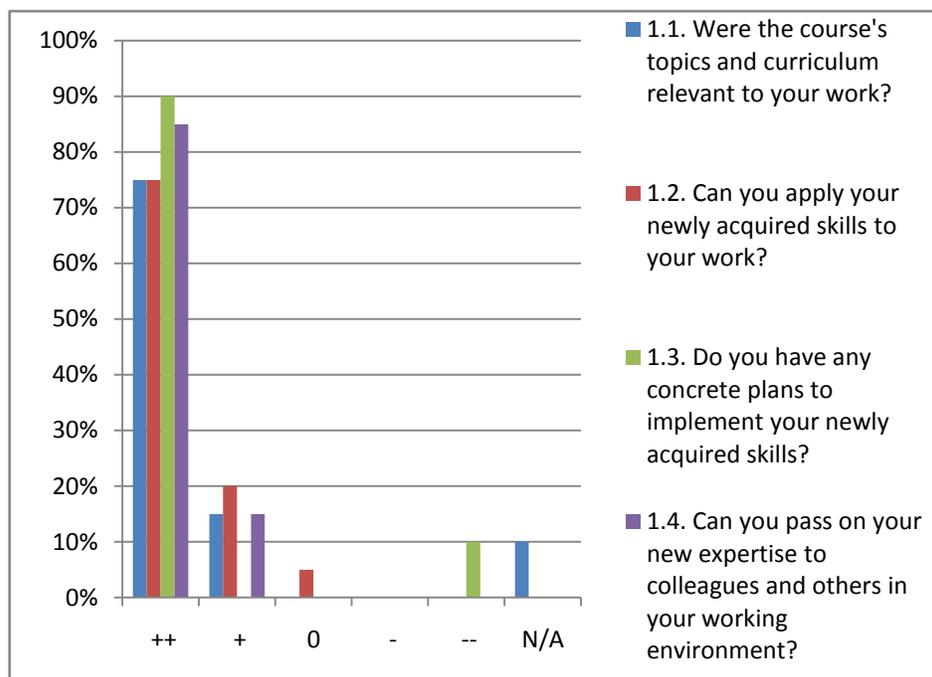
The participants filled in an evaluative questionnaire immediately after the workshop's end.

In the following the participants' evaluation of the workshop will be summarized within the framework of nine main categories. Charts illustrate answers to multiple choice questions, whereas grey boxes display participants' comments. The green boxes at the end of each paragraph summarize the key findings and highlight weaknesses. The blue column at the right hand side contains key words summarizing the content of the correspondent text.

2. The feedback categories

2.1 Impact on daily work routine

To start of participants were asked about the workshops impact on their daily work routine. Taking into consideration that some of the participants were relatively new to the topic of LED, the **answers are greatly positive.**



PEG Workshop
23.-27.02.2009

Nine feedback
categories

Positive impact on
daily working
routine

All participants stated the course's topics to be either relevant or mostly relevant to their work (Q1). However, participants noted that some topics were not covered by the workshop.

Topics not covered:

- Participatory planning
- Project Management
- Attracting investors to locality
- Monitoring, Evaluation, Reporting System
- SME concepts

Only one participant was unsure about how to apply the newly acquired skills (Q2). Being asked whether they had any concrete plans to implement these new skills (Q3), 90% of the respondents replied positively.

Concrete plans of skill appliance:

- Awareness rising sessions
- SME promotion
- Participatory planning with local authority
- Knowledge sharing with colleagues and councilors
- Bargaining with stakeholders
- Appliance of LED café concept
- Involve people on grassroots
- Economic analysis of region

However, that leaves two participants without concrete plans. Moreover, also the participants with concrete plans in mind stated they would need further support.

Support needed:

- Guided evaluation of LED-strategy
- Planning of facilitation process
- Technical and HR support
- Further training / refresher training
- Financial support

Hence, there is a **need to address concrete plans** during future trainings.

(+) Topics are relevant: 100%

Skills can be applied: 95%

(-) 10% without concrete plans

Possible need to discuss concrete plans of action

Last, it was asked if participants felt capable of passing their new knowledge to colleagues (Q4). Without exception, all responses were positive.

Impact on daily work routine

The course’s topics are correctly aligned towards the participants’ work. Moreover participants feel confident they hold the right tools for roll-out and implementation of ideas.

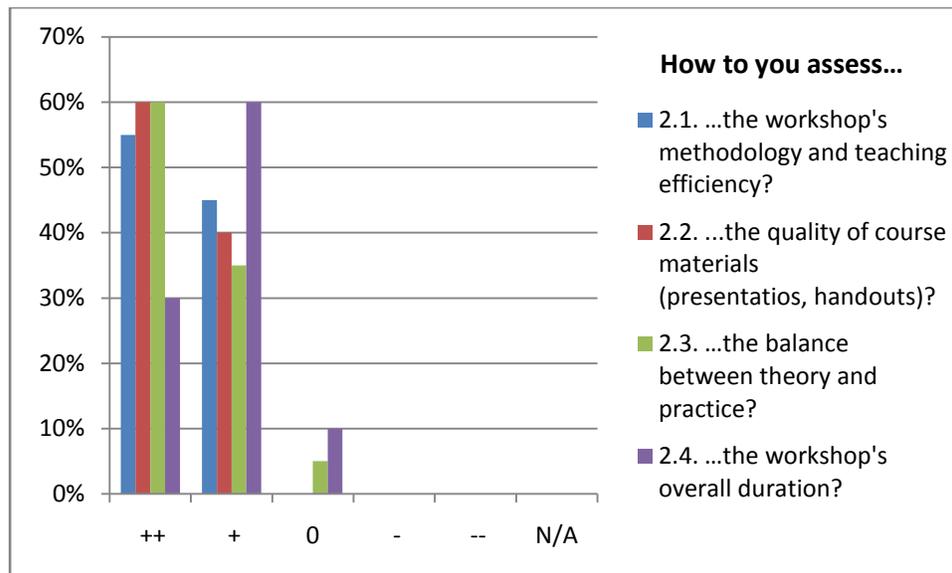
But using the course as a platform to discuss concrete plans could further improve the quality of the event and ensure sustainability.

(+) New expertise can be passed on: 100%

2.2 Methodology and learning effect

Next, it was evaluated in how far the participants agreed with the applied methodology of the course. Again, the answers reflect an overly positive opinion.

Positive feedback for the course’s methodology



All participants agreed with the course’s overall methodology and its teaching efficiency (Q5) as well as with the quality of course materials (Q6).

(+) Acceptance of:
- Methodology and materials: 100%

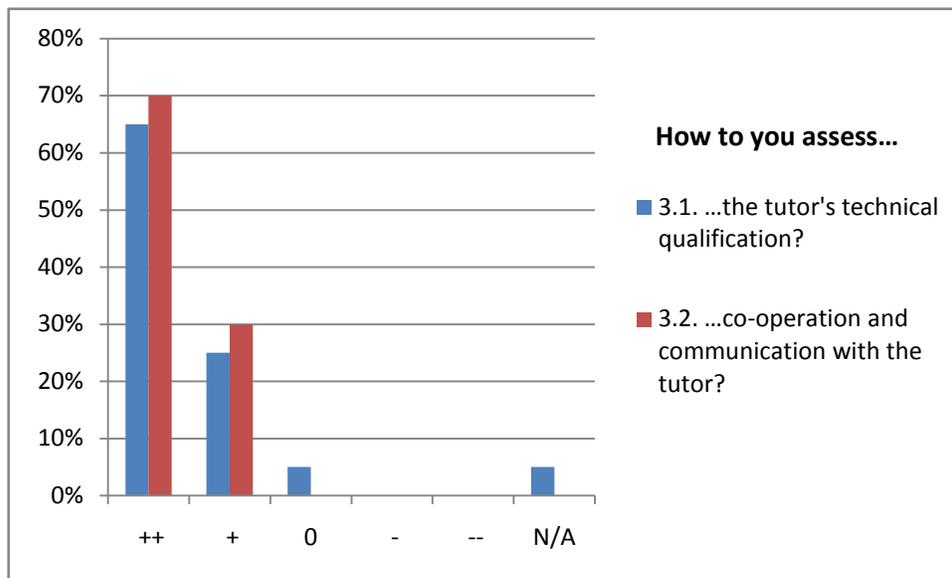
Slightly less enthusiastic, but still very positive responses were given both in regard to the balance of theory and practice (Q7) and the overall length of the course (Q8).

Methodology and learning effect

Results show that the course’s methodology (teaching and material) and format (length) can be kept unchanged.

2.3. Tutors

Furthermore, participants are very satisfied with the course’s tutors.



Not only the tutor’s technical qualification (Q9), but also his closeness to the audience (communication with participants) was noted positively (Q10).

Tutor

No changes need to be made as far as tutors are concerned.

- Balance of theory and practice: 95%
- Course’s duration 90%

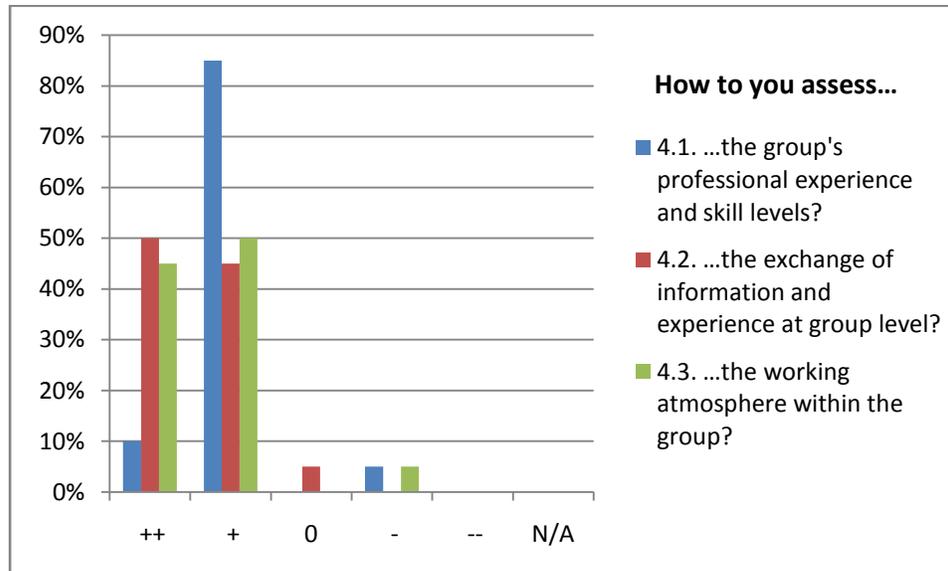
Positive feedback for tutors

(+) Good technical qualification: 90%

(+) Enough room for communication with tutor: 100%

2.4. Participants

Next, participants were asked to state their thoughts about the audience itself.



Once more, in summary the results are very positive.

The vast majority of 85% found the group's professional experience (Q11) to be *good*, two participants chose *excellent* as their answer, and only one participant saw room for *improvement*.

Also the communication at group level (Q12) was judged positively. About half of the participants experienced it as *excellent*, the other half as *good*, and one participant as fairly *good*.

As a result the overall working atmosphere within the group (Q13) was considered to be good, too. All but one participant evaluated it as either *excellent* or *good*.

Compared to other feedback categories, the above outlined responses exhibit few "excellents". Even though the answers are still very positive, there is room for improvement regarding group selection.

Participants

Even though answers appear to be very positive, more careful group selection could lead to a better working atmosphere.

Also, room should be provided for the exchange of experiences.

Efficient group atmosphere

(+) High level of professional experience within group: 95%

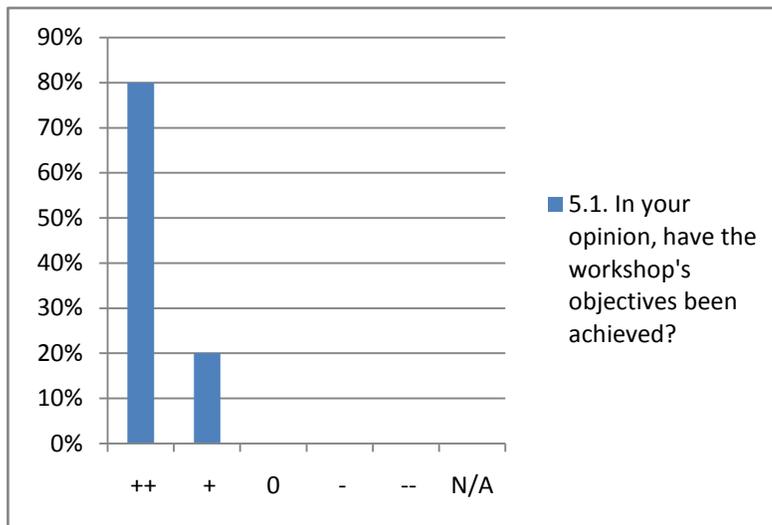
(+) Good communication at group level: 100%

(+) Good overall group atmosphere: 95%

Group selection can be improved

2.5. Achieved objectives

When it comes to the course's objectives, answers reveal a thoroughly satisfied opinion. 80% of all participants consider the objectives being fully achieved (Q14), the remaining four participants at least ticked answer choice *mostly yes*.



However, one participant noted that course objectives were **not agreed upon** at the beginning of the workshop.

Achieved objects

The course leads to the anticipated outcome.

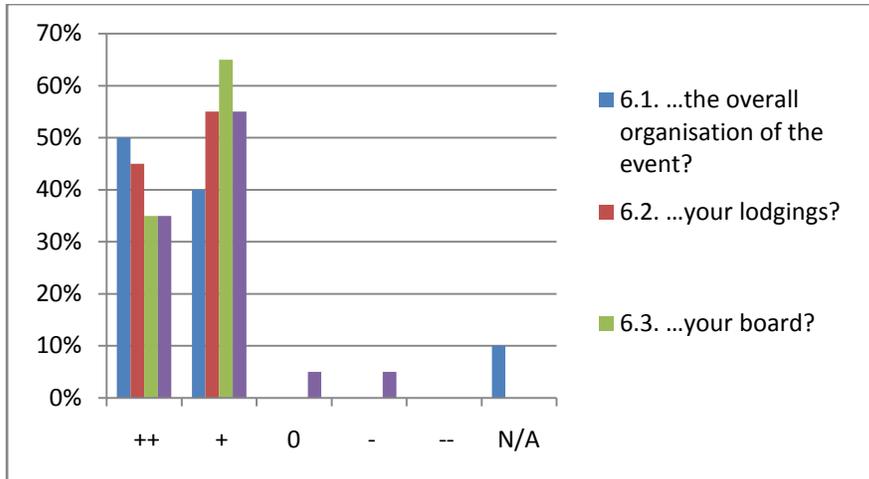
Nevertheless, participants need to be informed about the course's objectives beforehand or at the beginning of the course.

2.6. Organisation

The next segment of the evaluative questionnaire dealt with the event's organisation.

(+) Course's objectives have been achieved: 100%

Need to agree upon course's objectives



Being asked to assess the overall organization (Q15), all participants chose either *excellent* or *good*.

Also the assessment of provided lodgings (Q16) depicts an almost equal distribution between *excellent* and *good*. Furthermore, constituting 65% of the answers, *good* outweighs *excellent* slightly in regard to the participants' boards (Q17). Only the topic of prior received information (Q18) shows a slight tendency to dissatisfaction: Only 35% consider it to have been *excellent*, most participants ticked *good*, one fairly good, and one would like to see it *improved*.

Omitted materials:

- Written material
- List of participants
- Information on best practices
- Conflict handling during implementation

Organization

Organisation was evaluated well but could be improved slightly. Participants would prefer more information on fellow participants as well as on topics beforehand.

Good but not very enthusiastic perception of course's organisation

2.7. Follow up

Subsequently the issue of follow-up activities was brought up. Participants were asked to freely state any activity they considered important (Q19).

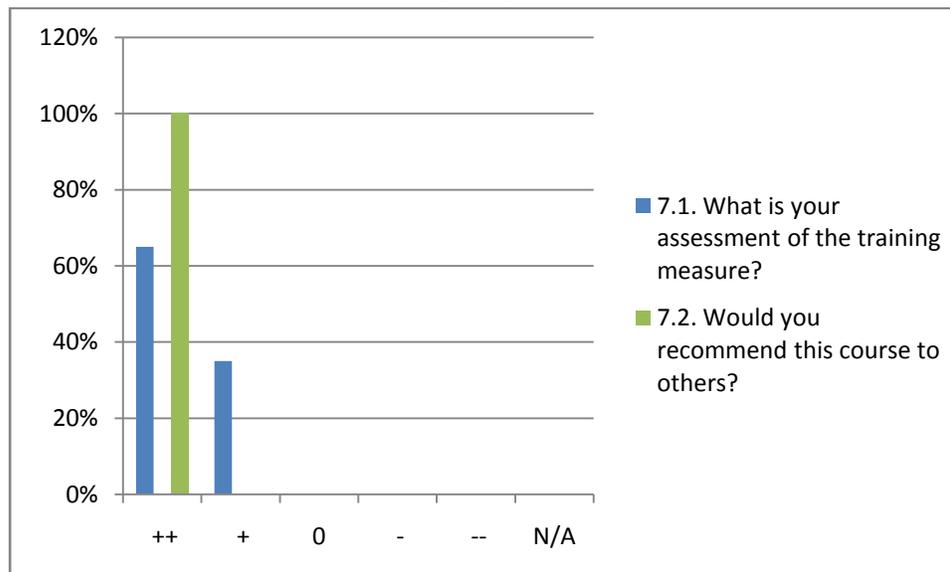
Follow-up suggestions:

- Practical execution of plans and concepts
- Participatory and capacity planning
- LED café
- Tools for implementation and reporting
- In-depth training on crucial steps
- LED management process
- Project coordination
- Follow-up meeting after 6 month to evaluate progress made

Several suggestions concerning possible follow-up activities

2.8. Overall approval

Being asked for their general opinion (Q20), again answers are only distributed between excellent and good. Even less ambiguous is the overall response to the subsequent question: All participants would recommend the course to others (Q21).



(+) Participants are highly satisfied and would recommend the course: 100%

2.9. Participants' comments and suggestions

Lastly participants were given the opportunity to openly make suggestions and comment on any issue regarding the course. Whereas many used this chance to thank for the workshop, others expressed critiques or further suggestions:

Excerpt from answers:

- Proper evaluation beforehand with local authorities to make sure every participant knows why he/she participates
- Training should be expanded to other stakeholders of LED
- TOT
- Follow-up workshops to evaluate progress being made

The majority of participants expressed their thankfulness for the workshop – critique is rare.

3. Summary, critique and suggestions

The workshop

In a nutshell, the workshop is organized and carried out in a highly efficient way. Participants feel comfortable within the group, are satisfied with their tutors and the applied methodology, and leave the course being confident about their newly acquired skills.

If opportunities for improvement are to be found at all, the focus must be shifted towards preparation and prior information. Participants would like to receive more information on their group as well as on the course's agenda (topics and expected outcome).

Another improvement, if capacity allows, would be more room for discussion and experience-exchange.

The questionnaire

It is very obvious that people tend to tick only positive answer choices. This could either mean that participants are indeed very satisfied with the outcome of the workshop or that they "don't dare" to reply negatively. It was therefore decided to reorganize answer choices, offering three positive answers, one neutral, and one negative. (+++; ++; +; 0; -) This might lead to more detailed results.

		++	+	0	-	--	N/A	20 replies
Impact	1.1. Were the course's topics and curriculum relevant to your work?	75%	15%				10%	
	1.2. Can you apply your newly acquired skills to your work?	75%	20%	5%				
	1.3. Do you have any concrete plans to implement your newly acquired skills?	90%				10%		
	1.4. Can you pass on your new expertise to colleagues and others in your working environment?	85%	15%					
	How do you assess...							
Methodology	2.1. ...the workshop's methodology and teaching efficiency?	55%	45%					
	2.2. ...the quality of course materials (presentations, handouts)?	60%	40%					
	2.3. ...the balance between theory and practice?	60%	35%	5%				
	2.4. ...the workshop's overall duration?	30%	60%	10%				
	How do you assess...							
Tutor	3.1. ...the tutor's technical qualification?	65%	25%	5%			5%	
	3.2. ...co-operation and communication with the tutor?	70%	30%					
	How do you assess...							
Participants	4.1. ...the group's professional experience and skill levels?	10%	85%		5%			
	4.2. ...the exchange of information and experience at group level?	50%	45%	5%				
	4.3. ...the working atmosphere within the group?	45%	50%		5%			
Objectives								

	5.1. In your opinion, have the workshop's objectives been achieved?	80%	20%				
	How do you assess...						
Organisation	6.1. ...the overall organisation of the event?	50%	40%				10%
	6.2. ...your lodgings?	45%	55%				
	6.3. ...your board?	35%	65%				
	6.4. ...the information your received prior to the training?	35%	55%	5%	5%		
Overall	7.1. What is your assessment of the training measure?	65%	35%				
	7.2. Would you recommend this course to others?	100%					