

# MANAGING COMPLEXITY IN PUBLIC POLICY: TOOLS FOR ANALYSIS AND RESPONSE

11 August 2011

## EVALUATION

### Background

This report summarises the overall results for the full day course *Managing Complexity in Public Policy* held on the 11<sup>th</sup> August 2012.

There are two parts to the evaluation instrument. The first is the participants' ratings of both the course and presenter/facilitator which uses a scale of 5 where: 5 = Very good; 4 = Good; 3 = Adequate; 2 = Below Standard and 1 = Poor. The second part is a blank space where participants can freely write down anecdotal comments and suggestions.

All fourteen participants completed the evaluation process.

### 1. The overall ratings

How would you rate this course in terms of:	Average
1. Relevance to your work	4.1
2. Scope of material covered	4.5
3. Course content and organisation	4.1
4. Quality of group discussions	4.2
5. Quality of handouts	4.4
6. How well the course achieved its goals	4.3
7. How interesting the course was for you	4.4
8. How useful the course was for you	4.1
9. How challenging the course was for you	3.9
10. How you would describe this course to fellow participants	4.4
11. I rate the overall quality of the course as:	4.3
<b>Course Average</b>	<b>4.2</b>

<b>Please rate the facilitator on each of the following:</b>	<b>Average</b>
1. Facilitator's ability to generate enthusiasm for the topic.	4.3
2. Facilitator's knowledge of government	4.3
3. Facilitator's presentation of the material	4.3
4. Facilitator's competence in managing discussions	4.6
5. Facilitator's ability to stimulate your intellectual curiosity	4.4
6. Facilitator's interest in participants	4.6
7. Facilitator's use of time	4.6
8. How would you rate this facilitator to colleagues?	4.6
<b>Facilitators Average</b>	<b>4.5</b>

## 2. Comments

Participant 1	Great course – can't wait for the book discussed!
Participant 2	Nil
Participant 3	Nil
Participant 4	Great idea to get participants to bring cases relevant to them to work on - very practical. The only downside is that given a limited time, there is not enough time to spend giving each other feedback on our approaches for each case – <i>ie.</i> , applying the framework to our cases. Thankyou!
Participant 5	Some terminology/ vocabulary a bit complex/ technical/ academic. Otherwise, very good!
Participant 6	Enjoyed course very much: liked the theoretical approach. Suggest that with group exercises, getting the group to quiz one members' example worked well as a means on engaging the group and bringing discussion back to key points. (But only 1 example not member by member). By the way, I thought the language was fine, I just wanted to know what the models were as I didn't know anything about them.
Participant 7	Nil
Participant 8	Nil
Participant 9	Nil
Participant 10	"Terminology" difficult to pick up in on day. 'Labelling' the components of my institute process useful and would be a great resource to take policy ideas to managers.
Participant 11	Nil
Participant 12	Nil
Participant 13	Nil
Participant 14	Thanks Gabriele, always useful to build knowledge and find the 'gaps'!