Business Process Standardization Level 2 Workgroup Survey Summary Report (I-OCM8 – Appendix C)

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Planning, Accounting, and Ledger Management

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Executive Summary

The Business Process Standardization (BPS) Level 2 Workgroup meetings were held in the spring of 2015. The main goals of these Workgroups were to: continue collaboration with State agencies to develop and refine standard business process flows and narratives; develop Level 2 process flows and narratives; and to increase overall State agency staff knowledge about the Project and understanding of Project's goals and objectives.

Following the conclusion of each Process Area's Workgroup meetings, attendees were sent an email inviting them to complete an attached survey. The survey gathered respondent population demographics and requested their assessment of the organization and overall effectiveness of the BPS Level 2 Workgroup meetings. This information was used to determine if the Team achieved the intended goals listed above. Survey respondents were asked to indicate their level of agreement with statements about their Workgroup meetings and were given the opportunity to provide free-response comments. Of the 143 Workgroup attendees, 71 submitted a response to the survey resulting in a 49 percent return rate.

The majority of respondents selected "Strongly Agree" or "Agree" for the evaluative statements across all areas. "Disagree" was selected only two times and no respondents selected "Strongly Disagree" for any statement. A similar distribution can also be found in the BPS Level 2 Subject Matter Expert (SME) Workgroup Kickoff meeting survey data.

Eighteen of the 71 respondents provided additional comments. Of those comments, 11 were positive with common themes including:

- The facilitators and process leads were extremely knowledgeable
- The meetings were very well organized, and the meeting materials were well thought out and prepared
- Enjoying working with the Project Team and being a part of the endeavor

Conversely, three respondents (who participated online) indicated that they were unable to hear much of the discussions and could not see the entire presentation. This was likely due to technical issues that arose with the web meeting resources used by the Project Team. On the whole however, survey responses indicate that the Workgroup meetings were effective in meeting the goals stated in the first paragraph of this summary.

The following report provides detailed information about the background on the BPS Level 2 Workgroup survey and methodology. A copy of the Workgroup survey instrument is included in the final section.

Background and Objectives

During the course of 29 Workgroup meetings (covering ten Project Process Areas), the Project Team worked with 143 SMEs from 29 State agencies to develop the Level 2 Business Process flows and narratives. Following the completion of the Workgroup meetings, attendees were invited to complete a survey evaluating the effectiveness of the Workgroup meetings and their experiences. Survey results were used to improve future Workgroup and meeting presentations and facilitation, assist in determining Project awareness among the respondent population, and to plan future communications and outreach efforts.

Survey Method

Project Process Area Workgroup attendees were sent an email inviting them to complete an attached survey (in Word format) following the final meeting of their Process Area Workgroup. The survey consisted of 11 items designed to collect respondent population demographics and request respondent assessment of the Workgroups in three areas:

- Meetings tools and organization;
- Process Area; and
- Project Awareness.

Although the survey collected the same information across Project Process Areas, the survey instrument was customized to the Project Process Area Workgroup in which the respondent participated (i.e. specific questions were written to solicit information about the specific Process Area meetings attended by the respondent). This allowed the Project Team to compare respondent data for each Project Process Area as well as for the entire set of Workgroup meetings.

The first section of the survey collected specific demographic information about each respondent. In the next section, respondents were invited to select their level of agreement with six statements. Respondents that selected "Disagree" or "Strongly Disagree" to a statement were asked to provide additional information about their selection. The final section provided respondents with the opportunity to submit additional comments. Respondents were asked to return the completed survey to the Florida PALM Project via email to FloridaPALM@myfloridacfo.com.

Seventy-one of the 143 attendees submitted a Workgroup survey resulting in a 49 percent response rate. The following figure illustrates the breakdown of the number of attendees, number of surveys received, and survey response rate by Workgroup.
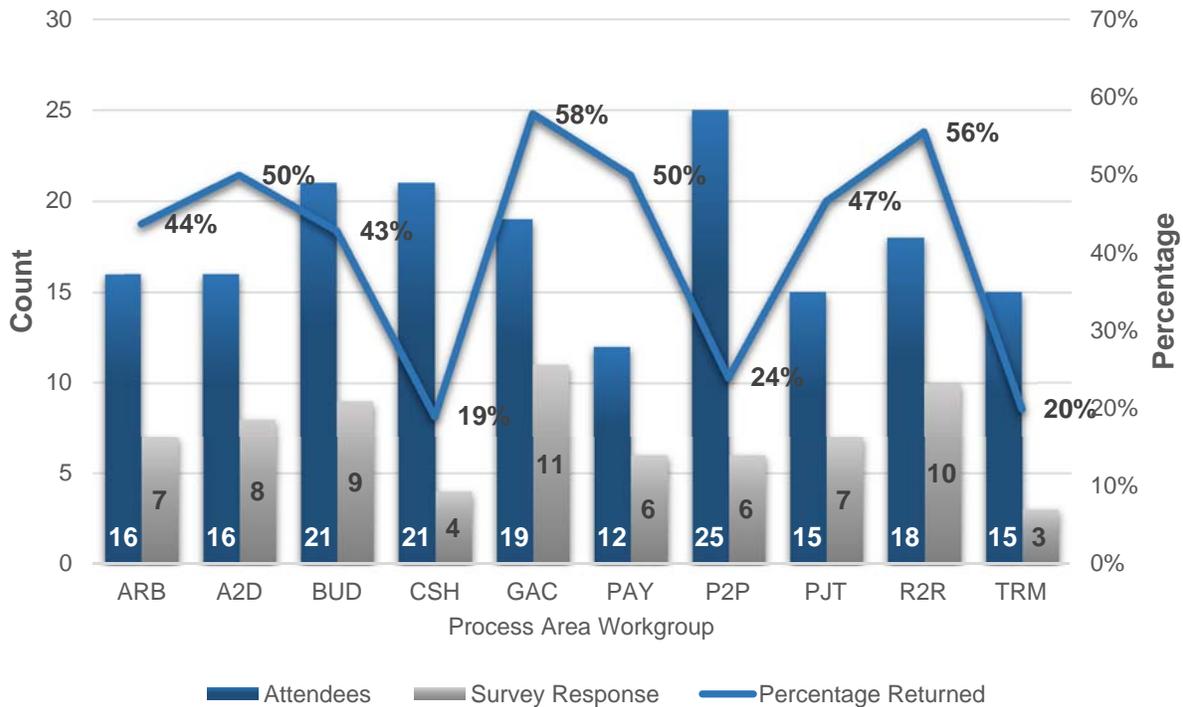
Attendees, Surveys Received, and Response Rate

Figure 1: Attendees, Survey Received and Survey Response Rates for Level 2 Workgroups

Survey Results

Respondent Demographics

Eighty-three percent (59/71) of the survey respondent population indicated they had more than five years' experience using FLAIR and 49 percent (35/71) of respondents had more than 15 years' experience. Additionally, sixty-two percent indicated that they use FLAIR daily (44/71).
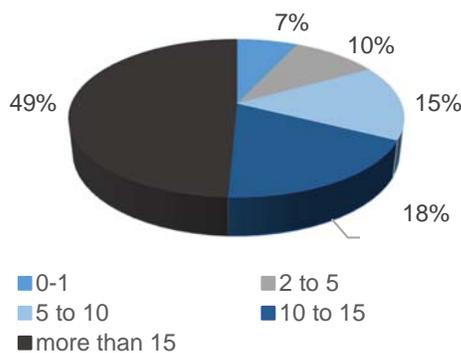
Experience Using FLAIR

Figure 2: Respondent's Experience using FLAIR in Years
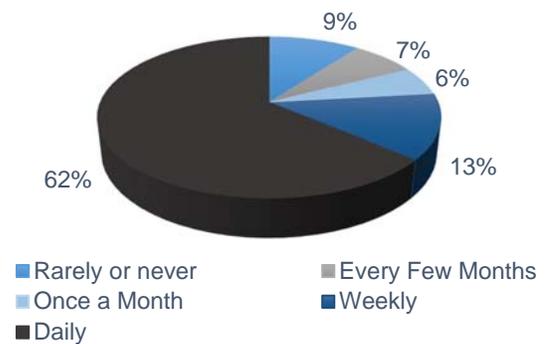
Frequency Using FLAIR

Figure 3: Respondent's Frequency using FLAIR

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Meetings tools and organization, Process Area, and Project Awareness

Respondents were asked to provide their level of agreement with a six statements. Levels of agreement were presented on a Likert scale from "Strongly Agree" to "Strongly Disagree." Respondents selecting "Disagree" or "Strongly Disagree" to any statement were encouraged to provide additional comments.

Survey Category	#	Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Left Blank
Meeting Tools and Organization	S1	The Workgroup presentation and materials were well organized.	55%	44%	1%	0%	0%	0%
Process Area	S2	The process leads and presenters were knowledgeable about their topics and adequately addressed questions/concerns of Workgroup members	52%	45%	1%	1%	0%	0%
Process Area	S3	I was able to participate in the discussion and ask clarifying questions.	58%	35%	7%	0%	0%	0%
Process Area	S4	I feel that my contributions to the Workgroup will have a positive impact Florida PALM Project.	25%	55%	17%	0%	0%	2%
Project Awareness	S5	As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project's (specific) Workgroup process.	38%	52%	8%	0%	0%	1%
Project Awareness	S6	As a result of this meeting, I feel more confident about the success of the Florida PALM Project.	32%	49%	17%	1%	0%	0%

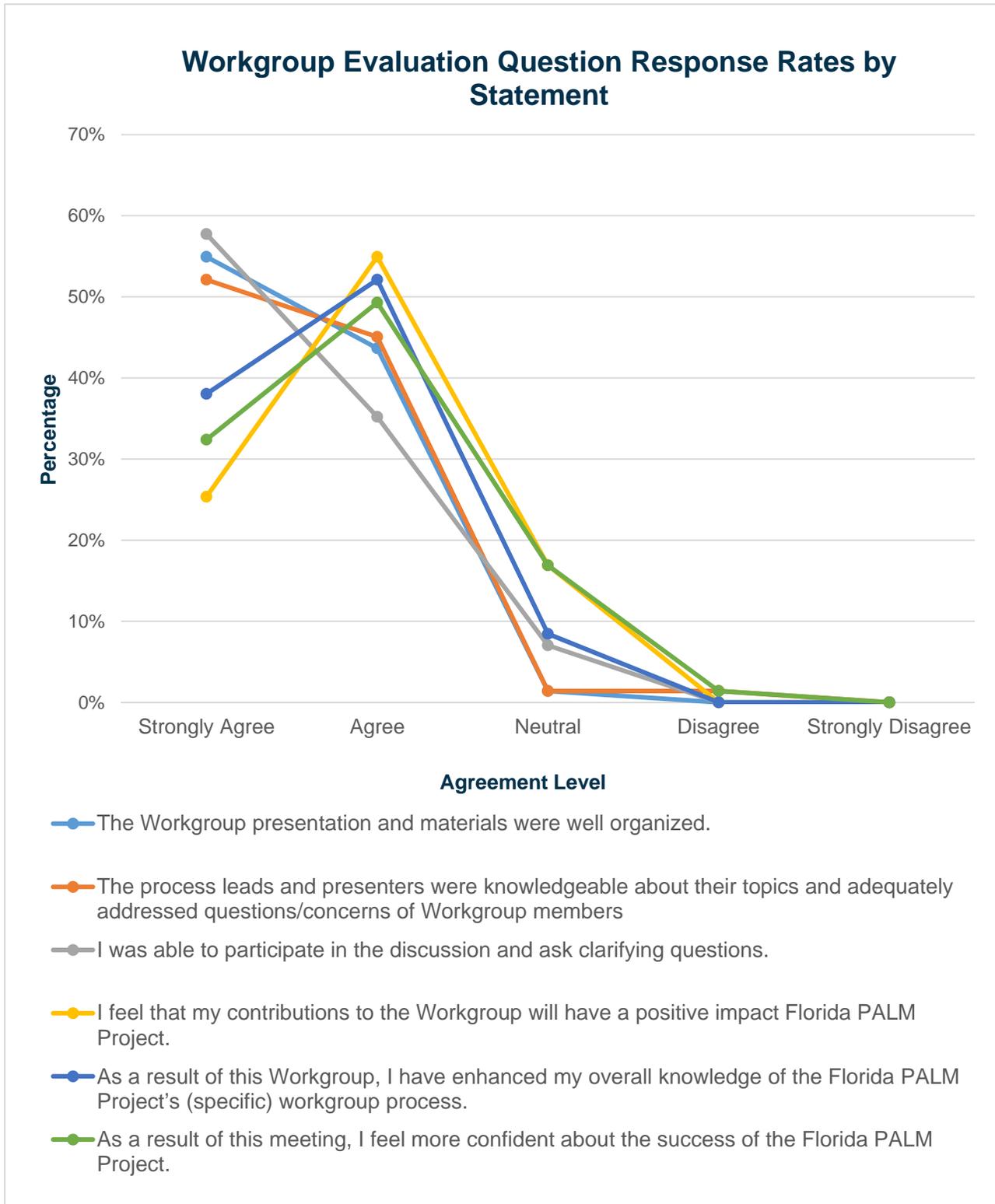# Workgroup Evaluation Question Response Rates by Statement

Figure 4: Workgroup Evaluation Question Response Rates by Statement

Ninety-seven percent of respondents selected "Strongly Agree" or "Agree" across all statements and Process Area Workgroup. Only two respondents selected "Disagree", and no respondents selected "Strongly Disagree" for any statement. This distribution appears to trend across all statements beginning with approximately one quarter to one half of respondents selecting "Strongly Agree" to any survey statement. The trend then moves to approximately one third to one half of respondents selecting "Agree," followed by a sharp decline to less than 10 percent of respondents selecting "Neutral." The rate of those selecting "Disagree," and "Strongly Disagree", ranged from zero to less than two percent. High agreement levels suggest that survey respondents found the Workgroups to be positive and productive. This distribution appears to be consistent with the SME Workgroup Kickoff meeting Survey results.

Additionally, there was an increase from the Kickoff Meeting, to the Workgroup Meetings in attendees selecting "Strongly Agree" and "Agree" to statements S1, S3, and S6. Small increases of less than a percent were seen for statements S1 and S3, while an increase of more than seven percent was seen for S6. Further, attendees selecting neutral to these statements fell more than seven percent.

Survey Instrument

The following text and information represents the survey that was distributed to Workgroup attendees.

Thank you for participating in the recent Florida PALM Project Workgroup meetings. Please take a few moments to complete the below survey. Your feedback is essential in helping the Florida PALM Project improve both the format and content of our meetings.

Meeting Details					
Name	<<Insert Workgroup Name Here>>				
Date/Time	<<Insert Workgroup Meeting Dates>>				

Participant Information					
Please select the duration that best matches your experience with FLAIR: *(Please select one)*	0-1 year ☐	2-5 years ☐	5-10 years ☐	10-15 years ☐	More than 15 years ☐
I use FLAIR as part of my current responsibilities with the following frequency: *(Please select one)*	Rarely or Never ☐	Every few Months ☐	Once a month ☐	Weekly ☐	Daily ☐
Please provide the title of your role: i.e. Financial Administrator, Government Analyst *(Optional)*:	Please click here to enter your role.				
I attended *(Select all that apply)*	Meeting 1 ☐	Meeting 2 ☐			

Please rate your response to the following statements by placing a mark in the appropriate column					
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The Workgroup presentation and materials were well organized.	☐	☐	☐	☐	☐
Please click here to enter text provide additional information if you marked "Disagree" or "Strongly Disagree".					
The process leads and presenters were knowledgeable about their topics and adequately addressed questions/concerns of Workgroup members	☐	☐	☐	☐	☐
Please click here to enter text provide additional information if you marked "Disagree" or "Strongly Disagree".					
I was able to participate in the discussion and ask clarifying questions.	☐	☐	☐	☐	☐
Please click here to enter text provide additional information if you marked "Disagree" or "Strongly Disagree".					

I feel that my contributions to the Workgroup will have a positive impact Florida PALM Project.	☐	☐	☐	☐	☐
Please click here to enter text provide additional information if you marked "Disagree" or "Strongly Disagree".					
As a result of this Workgroup, I have enhanced my overall knowledge of the Florida PALM Project's <<Insert Process Area Acronym>> process.	☐	☐	☐	☐	☐
Please click here to enter text provide additional information if you marked "Disagree" or "Strongly Disagree".					
As a result of this meeting, I feel more confident about the success of the Florida PALM Project.	☐	☐	☐	☐	☐
Please click here to enter text provide additional information if you marked "Disagree" or "Strongly Disagree".					

Additional Comments, Questions or Suggestions for Improvement:
Please provide contact information if you would like for the Florida PALM Project Team to follow-up.

Click here to enter additional comments, questions of suggestions