



Training. Consulting. Research

Report

On

Participants' Satisfaction Survey

January – June, 2011

PARTICIPANTS' SATISFACTION SURVEY, JANUARY-JUNE, 2011

HIGHLIGHTS

- FITC was rated above 80% on many service quality parameters (SQPs). These include "Objectives and Contents of the programmes", "Quality of Course Materials", "Programme Administration", "Value of Programmes", "Willingness to Recommend FITC's Programmes to Colleagues" etc.
- FITC's training programmes continued to add significant value to the performance of participants on their jobs, and, consequently, contributing immensely to capacity development in the industry. While 77% of respondents in this survey agreed that their performance have been enhanced by FITC programmes, over 80% said they got quality value for the money spent on FITC training programmes.
- Over 90% of respondents were willing to recommend FITC's training programmes to their colleagues, meaning that they were extremely satisfied with the contents and delivery of the programmes. With an emplacement of good database, such participants willing to recommend FITC programmes may be ready channels of marketing future programmes and, thus, increase the number of participants in open programmes.
- Majority of participants in FITC training programmes are still from the financial services sector, especially the deposit money banks (DMBs). This continued to influence the contents and delivery of even some courses that cut across sectors. Some respondents picked on this and specifically requested that FITC reviews the imbalance. Courses pointed out include:
 - Essentials of HR Management for Line Managers
 - Corporate Treasury Management
 - Client Relationship Management
- The need to increase the share of participants on the Senior Management level in FITC training programmes still persists, as only 1.9% of respondents in this survey fall into that category.
- Direct marketing effort through the HR and Training Departments of target organisations remain the most effective source of information on

FITC training programmes. In this study, 66% of respondents got to know of the programmes they attended through Direct Marketing and through HR and Training Departments.

- Though there seems to be appreciable increase in the number of participants now visiting FITC Website, more work is still required in this area, as 46.2% claim they have never visited FITC Website. A combined team of MIS and Training Department may have to work out more ingenious ways of increasing participants' traffic on FITC Website.
- In this survey, respondents made many useful suggestions to FITC on better service delivery. Prominent amongst them are:
 - Issues having to do with duration of some selected programmes which they feel could be increased. Programmes specifically stated include IFRS, Bank Inspection and Internal Control and Enterprise Risk Management; and
 - Requests to introduce the use of computer or provide laptops on selected programmes, which include "Risk Based Auditing" and "Problem Loans: Warning Signals, Assessment and Recovery".

FITC's Participants' Satisfaction Survey Report for the Period, January – June, 2011

1.0 Introduction

The Participants' Satisfaction Survey was carried out to obtain feedback from participants who attended FITC's training programmes in the first half of 2011. The main objective of the survey is to ascertain participants' evaluation of our courses in order to identify areas for amendments, which could bring about overall improvement in our training offerings. FITC is also particularly keen in knowing the extent to which its training delivery has positively impacted the participant's performance on his/her job. This explains why this survey is undertaken months after participants have passed through FITC training programmes. This report covers the period of January to June, 2011.

2.0 Methodology

A structured questionnaire was administered to collect relevant data from participants. Though a total of 349 questionnaires were mailed to various participants who attended FITC's system-wide programmes in the period under review, only 52 were duly completed and returned to FITC; this represents a response rate of 14.90 percent.

3.0 Findings

3.1 Distribution of Respondents based on Types of Institutions

Analysis of the data shows that 42.3% of the respondents came from deposit money banks (DMBs); the Central Bank of Nigeria (CBN) recorded 7.7% attendance; 11.5% came from both Nigerian Deposit Insurance Corporation and (NDIC) and primary mortgage institutions respectively. While 5.8% of the respondents came from microfinance institutions, participants from other (non-financial) sector accounted for 17.3%. See details on **Table 1**.

3.2 Distribution of Respondents by Designations

Analysis shows that 3.8% of the respondents were Executive Assistants (including Supervisors, Trainees and Analysts); 42.3% were Officers (including Senior Officers); while 7.7% and 11.5% were Assistant Managers/Deputy Managers and Managers respectively. Respondents on Senior Manager grades were 21.2% as 1.9% of the respondents were on Assistant General Manager/General Manager grade. Other respondents whose designations were not accounted for consist of 5.8%. Details of this result are shown on **Table 2**.

3.3 Sources of Information on Training Programmes

FITC staff's direct marketing efforts yielded 21.2% of the attendance, while 13.5% and 5.8% of the respondents got to know of the programmes through newspaper advertisements and informal discussion in each case. Also, 9.6% of the respondents got to know about the programmes through the FITC website; 44.2% of the respondents got to know through their human resource/training departments; 3.8% of the respondents got the information from other sources, such as their managing directors, chairpersons, etc. See details on **Table 3**.

3.4 Nomination Process

Analysis indicates that 17.3% of the respondents nominated themselves to attend FITC training programmes. 50% of the respondents were nominated by their heads of department, while 26.9% were nominated by their heads of human resource and/or training department. 5.8% of the respondents, however, got nominated through other means, such as their chief executives, secretaries to their board of directors, etc. See details on **Table 4**.

3.5 Visits to the FITC Website

53.8% of the respondents indicated that they have visited FITC website, while 46.2% have never visited the site before. See details on **Table 5**. Further analysis shows that 11.5% of the respondents have visited the FITC website once; 19.2% have visited it two or three times; 23.1% have visited it more than three times. While 46.2% have never visited the website before. See details on **Table 6**.

3.6 Objectives and Contents of the Programmes

Respondents rated the objectives and contents of FITC training programmes above average. The mean score recorded by FITC on this aspect of its service delivery was 4.12 points, out of a maximum score of 5 points. In percentage terms, this means that about 86.6% of the respondents agreed or strongly agreed that the objectives and contents of FITC training programmes addressed their needs, 9.6% neither agree nor disagree with this view while 1.9% did not respond to this parameter. See details on **Tables 9 and 10**.

3.7 Quality of Programme Facilitators

In terms of the quality of programme facilitators, the respondents scored FITC 4.17 points out of a maximum score of 5 points. This implies that 65.4% of the respondents agreed and 26.9% strongly agreed that the programme facilitators were of high quality and with adequate knowledge of the topics they handled. See details on **Table 9 and 10**

3.8 Quality of Programme Facilitators' Delivery

In terms of the quality of the programme facilitators' delivery, the respondents scored FITC 4.19 points out of a maximum score of 5 points. The analysis shows that 26.9% of the respondents strongly agreed and 63.5% agreed that the facilitators' deliveries were of high quality. While a total of 5.8% neither agreed nor disagreed on the issue. See details on **Tables 9 and 10**.

3.10 Relevance of Training Programmes to Respondents' Job Requirements

Respondents' assessment of the relevance of the training programmes to their job needs was high, as FITC was scored 4.10 points out of a maximum score of 5 points. In other words, 77% of the respondents agreed or strongly agreed that the training programmes contributed significantly to their performance on the job. While 19.2% of the respondents neither agreed nor disagreed with this view, 1.9% of the respondents strongly disagreed on this view but no response was received from 1.9% of the respondents. See details on **Tables 9 and 10**.

3.11 Quality of Course Materials

The quality of FITC's course materials was, however, rated 4.13 points out of a maximum score of 5 points; this implies that 80.8% of the respondents either agreed or strongly agreed that the course materials were of very high quality. Meanwhile, 15.4% of the respondents neither agreed nor disagreed with this view, whereas those who did not respond accounted for 3.8% of the respondents. See details on **Tables 9 and 10**.

3.12 Quality of Food

FITC's score on the quality of food served during the training programmes was 3.89 points out of a maximum score of 5 points. This implies that 69.3% of the respondents agreed or strongly agreed that the food served was of high quality. Of these respondents, 19.2% were neutral, while 9.6% disagreed with this view. See details on **Tables 9 and 10**.

3.13 Duration of Programmes

With regards to the duration of training programmes, FITC was scored 3.64 points out of a maximum score of 5 points; this implies that 63.5% of the respondents agreed or strongly agreed that the duration was adequate to cover all the topics. However, 3.8% strongly disagreed and 15.4% neither agree nor disagree. See details on **Tables 9 and 10**.

3.14 Programmes Administration

On the administration of training programmes, FITC scored 4.14 points out of a maximum score of 5 points. In this instance, 90.4% of the respondents agreed or strongly agreed that the administration of the programmes was very good; while 1.9% of the respondents disagree with this view. See details on **Tables 9 and 10**.

3.15 Adequacy of the Number of Participants

On the adequacy of the number of participants that attended each training programme, FITC scored 4.14 points out of a maximum score of 5 points. In percentage terms, 78.9% either agreed or strongly agreed that the number of participants was sufficient for cross-fertilisation of knowledge and experience among the participants. While 15.4% neither agreed nor disagreed, 3.8% of the respondents disagreed with this issue. See **Tables 9 and 10** for details.

3.16 Value of Programmes

On the extent to which the respondents got value for money spent on attending the training programmes, FITC scored 4.21 points out of a maximum score of 5 points. In percentage terms, 84.6% of the respondents agreed/strongly agreed that they got value for money spent; while 13.5% neither agreed nor disagreed with this view. This clearly shows that the training programmes designed by FITC is yielding the desired result, as they have been affirmed to be very much helpful in addressing the peculiar training needs of the organisations represented. See **Tables 9 and 10** for details.

3.17 Cost of Programmes

Some respondents were of the opinion that the cost of the training programmes they attended was competitive. Based on this, FITC was rated 3.14 points out of a maximum score of 5 points for costliness. However, the lower the score on this service quality parameter, the more

the participants believe that FITC's programmes were not expensive. In percentage terms, only 23.1% of the respondents believed that the cost of the programmes they attended were too expensive; while 30.8% were undecided, 28.8% disagreed with the view, and 9.6% did not respond at all. See **Tables 9 and 10** for details.

3.18 Willingness to Recommend FITC's Training Programmes to Colleagues

On this service quality parameter, FITC scored 4.23 points out of a maximum score of 5 points. That is, 90.3% of the respondents either agreed or strongly agreed that they would recommend FITC's programmes to their colleagues; while 5.8% were indifferent. See details on **Table 9 and 10**.

3.19 Preference for FITC Programmes

On whether or not respondents would prefer FITC programmes to those of its competitors, FITC scored 4.10 points. In other words, 67.3% of the respondents either agreed or strongly agreed that they would choose FITC programmes rather than those of its competitors, while 26.9% were undecided on this issue. This implies that FITC programmes have a cutting edge in qualitative programme delivery, and this has made FITC a preferred choice for human capacity development. See details on **Tables 9 and 10**.

3.20 Useful Programmes not being Offered

Participants listed some courses/programmes they considered useful, but which they claimed were not being offered presently by FITC. The truth is that some of these courses are being offered by FITC either as a whole programme or as a subset of a training programme. But the respondents that listed them were oblivious of this. In view of this, there will be need to feed such respondents back on the courses we offer that they do not know about. The relevant sub-unit in Training Department can do this. The courses listed include:

- ◆ Stress Management
- ◆ Effective Marketing Skills
- ◆ Customer Care & Services
- ◆ Corporate Governance
- ◆ Extending Credit Facilities to Oil and Gas Industries.
- ◆ Compliance Auditing
- ◆ Total Quality Management (TQM) - as it relates to service delivery in banks
- ◆ Pension Funds Management
- ◆ Alternative Dispute Resolution
- ◆ Advanced Credit Analysis
- ◆ Enterprise Risk Management
- ◆ IT Audit
- ◆ Network security
- ◆ Using Audit tools in IT
- ◆ Managing difficult subordinates and bosses in the workplace
- ◆ Conflict Management
- ◆ Deposit Premium Assessment
- ◆ Project Management Courses/Certification

4.0 Respondents' Suggestions for Better Service Delivery by FITC

Below is a summary of suggestions made by participants towards enhancing the quality of FITC training delivery, and the particular programmes during which they made the suggestions:

- 'Some illustrations that were made by the facilitators were not included in the lecture materials. This is necessary for future reference to the illustrations. It is imperative to try and include worked examples (where figures are used for illustrations) inside the lecture notes to facilitate post-course reflections and more enduring knowledge acquisition'. **(Basel II and Risk Management For Professionals)**
- 'Allocation of adequate time for programme beyond four days and direct marketing to various organizations should be improved'. **(IFRS)**
- 'FITC should not just focus its training programmes on issues peculiar to financial institutions alone, it should, as much as possible, veer into general corporate issues that affect the industry as a whole'. **(Corporate Treasury Management)**
- 'FITC should try having other training centres located outside Lagos to afford participants residing within such zones the opportunity to benefit from their training services. **(Corporate Treasury Management)**
- 'There should be varieties of food for the participants'. **(Bank Inspection and Internal Control)**
- 'The facilitators were quite professional and friendly. The library needs to be continually well-stocked for research; I visited the library and couldn't find materials for a finance topic'. **(Problem Loans: Warning Signals, Assessment and Recovery)**
- 'The duration of such training should be a minimum of 5 days to enable participants have better understanding of the course'. **(Bank Inspection & Internal Control)**

- 'Some of the programs should be residential so that participants will have more time interacting especially at night. It will avoid late coming and truancy'. **(Bank Inspection & Internal Control)**
- 'The duration of the programme should be extended to a minimum of 4-5 days, and price slightly increased to between N125,000-N135,000 respectively'. **(Enterprise Risk Management)**
- 'FITC should send list of hotels/guest houses close to their training venue along with their rates to participants before the commencement of the training programmes. This will enable participants prepare adequately, to avoid rush or lateness to class'. **(Problem Loans: Warning Signals, Assessment and Recovery)**
- 'More practical aspects should be adopted on the programme' **(Problem Loans: Warning Signals, Assessment and Recovery)**
- 'The services provided were excellent, but there is need for improvement on timeliness. When I arrived at the venue, my name tag was not placed on the desk'. **(Problem Loans: Warning Signals, Assessment and Recovery).**
- 'The training should have been computer based, so all participants are expected to have a system instead of flipping through materials. After the course, we expect that what was taught should be burned in a CD for each participant's use and future reference'. **(Problem Loans: Warning Signals, Assessment and Recovery).**
- 'Adequate time should be allocated to case studies and discussion with a view to exhausting all relevant areas of interest'**(Problem Loans: Warning Signals, Assessment and Recovery)**
- 'Need to allow for more class interaction among the participants. We tend to learn more from other peoples experiences'. **(Problem Loans: Warning Signals, Assessment and Recovery)**
- 'There should be accommodation for the participants. There were no souvenirs such as bags etc. that should serve as a reminder of the training

- programme as well as an advertisement for FITC'. **(Basel II and Risk Management For Professionals)**
- 'FITC should introduce practical attachment of course participants to Banks/Organizations to drive home points learned in the class room'. **(Basel II and Risk Management For Professionals)**
 - 'There should be a contact person to call should there be any difficulty locating FITC'. **(Report Writing and Presentation Skills)**
 - 'The facilitators should be more practical and thorough. Current issues relating to the programme should be properly addressed. The course contents and presentations were focused more on financial institutions; it should be extended to other related businesses'. **(Strategic Asset & Liability Management)**
 - 'Affiliations with some hotels close to the venue of the programme' **(Risk Based Auditing)**
 - 'Training should be made residential' **(Loan Documentation)**
 - 'Facilitators' covering topics should be selected from a broader spectrum instead of only the finance sector. This will allow for lucid illustrations to topics being given, from a broader spectrum, more especially as more participants from outside finance are being taken in.' **(Essentials of HR management for Line Managers)**
 - 'FITC should explore setting up a database where training materials are stored and made accessible to previous participants who may wish to broaden their knowledge.' **(Corporate Fraud: Detection, Prevention & Control)**
 - 'FITC should improve on the areas that have been scored 4 points and below.' **(Corporate Frauds Detection, Prevention & Control)**
 - 'Training programs on Islamic, Finance, Banking, Economics. Laptop provision at the training center.' **(Risk Based Auditing)**

- 'Time Allotment for training courses should be properly assessed, in view of the importance and relevance of each and every topic to the economy.'**(Loan Documentation)**
- 'Some courses (classes for some topics) should be given more time for optimal impaction of knowledge as well as classroom exercises/test in some courses.'**(Credit Risk Management)**
- 'The course tilted towards the profit making organization. The course should be broad based to include non-profit organizations like CBN etc.'**(Client Relationship Management)**

5.0 Conclusion

This bi-annual report serves as a viable and dependable tool with which FITC gets a bird's eye view of participants' perception on the relevance, quality and impact of FITC's service offerings within the period under review. The outcome of this report, no doubt, has helped FITC in realigning its strategy, while focusing on areas of concerns raised by participants in a bid to provide best-in-class professional training programmes to its stakeholders. The low response notwithstanding, this strand of FITC's quality assurance process has been very helpful in obtaining an objective and holistic evaluation of FITC's performance in qualitative training service delivery. With the introduction of an on-line approach to complement the methodology of questionnaire administration, it is expected that there will be a significant improvement in the response rate, going forward.

In conclusion, it is quite reassuring to know that participants' assessment of FITC performance is encouraging, especially with a larger number of its participants coming from the money deposit banks (MDBs). However, there is still room for improvement, particularly on the quality of food served and the duration of selected programmes. There seems to be an

increasing demand for courses to run for five days, with some as residential. Also, there is need for FITC to increase its pool of participants from other sub-sectors and, possibly, the non-financial services sectors.

Table 1: Distribution of Respondents by Institutions

		July-December, 2010		January-June, 2011	
S/N	Institutions	Number of Respondents	% of Total	Number of Respondents	% of Total
1	Banks	14	43.8	22	42.3
2	CBN	1	3.1	4	7.7
3	NDIC	2	6.3	6	11.5
4	Insurance Institutions	0	0	1	1.9
5	Discount Houses	0	0	1	1.9
6	Primary Mortgage Institutions	1	3.1	6	11.5
7	Microfinance Banks	0	0	3	5.8
8	Others (Manufacturing Companies etc)	14	43.8	9	17.3
	Total	32	100	52	100

Table 2: Distribution of Respondents by Designations

		July-December, 2010		January-June, 2011	
S/N	Respondents	Number of Respondents	% of Total	Number of Respondents	% of Total
1	Executive Assistants/Supervisors/ Trainees/Analysts	1	3.1	2	3.8
2	Officers/Senior Officers	10	31.3	22	42.3
3	Assistant /Deputy Managers	5	15.6	4	7.7

4	Managers	5	15.6	6	11.5
5	Senior/Principal Managers	4	12.5	11	21.2
6	Assistant General Managers and above	1	3.1	1	1.9
8	Unclear Designations (e.g. Chief Inspector)	6	18.8	3	5.8
9	No Response	0	0	3	5.8
	Total	32	100	52	100

Table 3: Sources of Information on Training Programmes

S/N	Sources of Information	No of Respondents	% of Total
1	Direct Marketing by FITC Staff/programme brochure	11	21.2
2	Newspaper Advertisement	7	13.5
3	Informal Discussion with Friends and/or Colleagues	3	5.8
4.	FITC Website	5	9.6
5	Human Resource/ Training Department	23	44.2
6	Others	2	3.8
7	No Response	1	1.9
	Total	52	100

Table 4: Mode of Nomination

S/N	Mode of Nomination	No of Respondents	% of Total
1	Self	9	17.3
2	Head of Department	26	50
3	Head of Training/Head of Human Resource Department	14	26.9
4.	Others	3	5.8

5	No Response	0	0
	Total	52	100

Table 5: Visits to the FITC Website

S/N	Visited FITC's Website	No of Respondents	% of Total
1	Yes	28	53.8
2	No	24	46.2
	Total	52	100

Table 6: Number of Visits to FITC Web Site

S/N	No of Visit to FITC's Website	No of Respondents	% of Total
1	One	6	11.5
2	Two/Three	10	19.2
3	More than Three Times	12	23.1
4	Never	24	46.2
5.	Not Applicable	0	0
6	No Response	0	0
	Total	52	100

Table 9: Assessment of FITC's Programmes by Respondents on 13 Service Qualities, and on a 5-Point Rating Scale

S/N	Aspects of FITC Training Programmes	FITC's Performance/Mean Score
1	The objectives and contents of the programme addressed my needs	4.12
2	The programme facilitators were of very high quality	4.17
3	The delivery by the facilitators was of very high quality	4.19
4	The programme has contributed significantly to improving the	4.10

S/N	Aspects of FITC Training Programmes	FITC's Performance/Mean Score
	performance of my job	
5	The course materials were of the highest quality	4.14
6	The food served was of high quality	3.89
7	The duration of the programme was adequate for the topics covered	3.64
8	The administration/logistics of the programme was very good	4.14
9	The number of people that attended the programme was enough for exchange of ideas	4.14
10	I got value for the money I paid/they paid for me for the programme	4.21
11	The programme was too expensive	3.14
12	I will recommend FITC programmes to my colleagues	4.23
13	If given the opportunity to choose between FITC and similar programmes run by other organizations, I will prefer FITC programmes	4.10

Note: Highest Point/Score = 5, Lowest Point/Score = 1

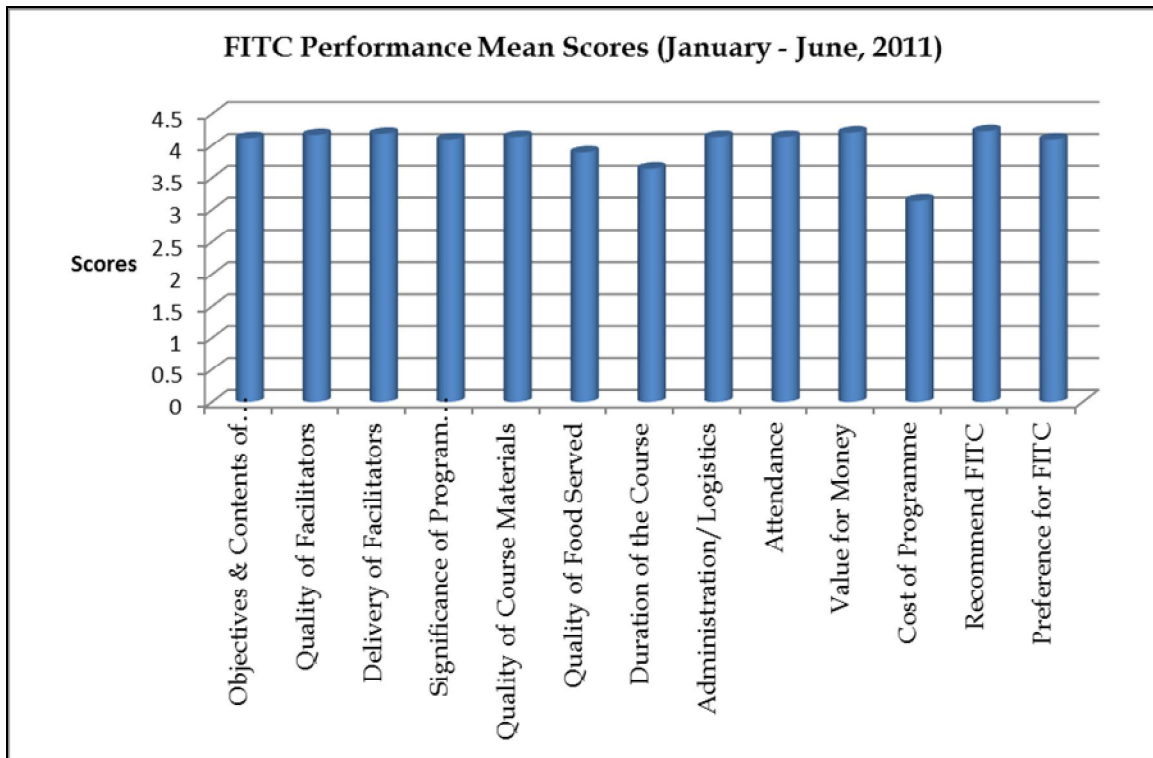
Table 10: Percentage Scores of FITC Performance on the 13 Service Qualities

S/N	Aspect of the Programme	Strongly Agree 5 Points	Agree 4 Points	Neither Agree nor Disagree 3 Points	Disagree 2 Points	Strongly Disagree 1 Point	No Response
1	The objectives and contents of the programme addressed my needs	23.1	63.5	9.6	0	1.9	1.9
2	The programme facilitators were of very high quality	26.9	65.4	1.9	0	3.8	1.9
3	The delivery by the facilitators was of very high quality	26.9	63.5	5.8	0	1.9	1.9
4	The programme has contributed significantly to improving the performance of my job	30.8	46.2	19.2	0	1.9	1.9
5	The course materials were of the highest quality	21.2	59.6	15.4	0	0	3.8
6	The food served was of high quality	23.1	46.2	19.2	9.6	0	1.9

Table 10 Contd: Percentage Scores of FITC Performance on the 13 Service Qualities

S/N	Aspect of the Programme	Strongly Agree 5 Points	Agree 4 Points	Neither Agree nor Disagree 3 Points	Disagree 2 Points	Strongly Disagree 1 Point	No Response
7	The duration of the programme was adequate for the topics covered	17.3	46.2	15.4	15.4	3.8	1.9
8	The administration/logistics of the programme was very good	19.2	71.2	5.8	1.9	0	1.9
9	The number of people that attended the programme was enough for exchange of ideas	32.7	46.2	15.4	3.8	0	1.9
10	I got value for the money I paid/they paid for me for the programme	30.8	53.8	13.5	0	0	1.9
11	The programme was too expensive	5.8	17.3	30.8	28.8	7.7	9.6
12	I will recommend FITC programmes to my colleagues	28.8	61.5	5.8	1.9	0	1.9
13	If given the opportunity to choose between FITC and similar programme run by other organizations, I will prefer FITC programme	32.7	34.6	26.9	1.9	0	3.8

Appendix 1



N.B* On the Cost of Courses, the lower the score on this aspect, the more the participants believe that FITC's training programmes were not expensive, and vice versa.