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2015 Annual Performance Management Progress Report

ASEAN Connectivity through Trade and Investment (US-ACTI)

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Submitted By
Tim Buehrer
Chief of Party

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List of Abbreviations

AEC	ASEAN Economic Community
AMDD	ASEAN Medical Devices Directives
AMS	ASEAN Member States
ASW	ASEAN Single Window
ATIGA	ASEAN
FTA	Free Trade Area
ICT	Information, Communication and Technology
KPI	Key Performance Indicator
M&E	Monitoring & Evaluation
NSW	National Single Window
OCP	Operational Certification Procedure
OECD	Organization for Economic and Cooperation Development
PKI	Public Key Infrastructure
PLF	Protocol Legal Framework
PPP	Public-Private Partnership
SME	Small & Medium Enterprises
T&I	Trade & Investment
TA	Technical Assistance
TOT	Training of Trainers
USG	US Government

Performance Management Progress Report

This report presents the FY15 results for USAID ASEAN Connectivity through Trade and Investment (US-ACTI) project's contextual reference data, key performance indicators (KPIs), and follow up surveys as described in ACTI's M&E plan.¹ Results are analyzed in three parts. The first part covers the contextual reference data and aggregate cross-cutting indicators. The second part reports on all indicators by work stream. Both of these parts report results against the agreed targets and any discrepancies between targets and actual results are discussed. The third part summarizes the results of follow up surveys of participants in trainings and workshops to learn more about how they are using the information that was provided by the project.

Reference Data and Cross-cutting Indicators

US-ACTI Contextual Reference Data

US-ACTI's Monitoring and Evaluation Plan identified five groups of contextual reference data that were designed to provide a broad picture of ASEAN's performance in achieving key objectives under the ASEAN Economic Community Blueprint where US-ACTI provides technical assistance. These results are not directly attributable to US-ACTI's programming and are only provided for information. These reference data, including the baseline and results for 2014 and 2015, are set out in the table on the following page.

The reference data demonstrate that ASEAN continues to improve its performance, though a change in methodology in the collection of the time to import data makes cross-year comparisons of that indicator impossible. This year's World Bank Ease of Doing Business report shows that ASEAN's competitiveness continues to improve. The slight improvement in ASEAN's average Ease of Doing Business ranking reflected significant improvements for Brunei, Laos, and Burma offset by falling rankings for the Philippines, Thailand, and Vietnam.

While not included in US-ACTI's monitoring and evaluation plan, the table above reports the average time for ASEAN countries to export or import, which is a standard F indicator used by RDMA. For 2015 that figure is 6.09 days.

Trade and investment data also show improvement with total trade increasing by about 7% and FDI increasing by nearly 20% between 2014 and 2015. As of the publication of this report, data on energy use and broadband subscriptions are not available for 2015.

¹ Data analyzed in this report was collected from October 1, 2014 to September 30, 2015. Note that in FY15, two new RDMA-required indicators were added to the KPIs.

Title	Baseline (October 2013)	October 2014	October 2015
Reference Data 1: Overall Project Reference -Ranking of the ASEAN Member States in the World Bank Ease of Doing Business index (Source: World Bank Doing Business 2014, 2015, and 20016)	Avg. ASEAN Rankings 2013 - 2014: 88.9/189 countries CLMV: 144.3/189 countries	Avg. ASEAN Rankings 2014 - 2015: 89.3/189 countries CLMV: 134.5/189 countries	Avg. ASEAN Rankings 2015 - 2016: 88.2/189 countries CLMV: 129.5/189 countries
Reference Data 2: ASW – World Bank Doing Business “Time to import” indicator (Source: World Bank Doing Business 2014, 2015, and 20016 ²)	Avg. Time to Import: 17.5 days CLMV: 24.5 days Avg. Time to Export/Import: 17.4 days	Avg. Time to Import: 17.4 days CLMV: 23.3 days Avg. Time to Export/Import: 17.1 days	Avg. Time to Import: 6.15 days CLMV: 7.5 days Avg. Time to Export/Import: 6.09 days
Reference Index 3: Trade and Investment (Source: ASEAN Web Site – Trade and Investment Statistics)			
a. Total volume of trade in ASEAN	(US\$ billion 2012) \$2,476.4	(US\$ million 2013) \$2,511.5	(US\$ million 2014) \$2,528.9
b. Net Foreign Direct Investment in ASEAN	(US\$ billion for 2012) \$115.5	(US\$ billion for 2013) \$117.9	(US\$ billion for 2014) \$138.2
Reference Index 4: Energy – Total Primary Energy Supply/Real GDP	0.457 toe/1000 2005 USD 2012 ³	0.442 toe/1000 2005 USD 2013 ⁴	Update not Available
Reference Index 5: Fixed and Wireless Broadband Subscriptions per 100 population	21.3 per 100 population 2012 ⁵	29.8 per 100 population 2013 ⁶	33.4 per 100 population 2014 ⁷

Cross-Cutting Indicators

US-ACTP’s Monitoring and Evaluation Plan includes four cross-cutting output indicators and two cross-cutting input indicators. The aggregate results for those indicators are set out in the table below.

² The World Bank changed its methodology for collecting and reporting “Time to Import” in 2016. It now provides more detail on the time to import and reports in hours. The data here divides the total hours by 24.

³ Key World Energy Statistics, as of 2013 by International Energy Agency. (Data exclude Lao PDR as it is not listed by IEA)

⁴ Key World Energy Statistics, as of 2014 by International Energy Agency. (Data exclude Lao PDR)

⁵ International Telecommunications Union Data as of April 2014

⁶ International Telecommunications Union Data as of October 2014

⁷ International Telecommunications Union Data as of October 2015

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
OT1. Person-hours of training in trade and investment capacity building supported by USG assistance	19,560	11,694	IT1. Days of technical assistance on trade and investment environment provided	990	1416
OT2. % of training participants whose capacity has increased as a result of US-ACTI training/workshops	80%	67%	IT2. Studies completed on trade and investment related issues	11	12
OT4. Number of training days provided to executive branch personnel with USG Assistance	45	55			
OT5. Number of technical meetings held with US government support among US government and ASEAN counterparts to strengthen mutual cooperation	45	52			

In aggregate, US-ACTI has met 4 of its 6 cross-cutting targets for FY15. The discrepancy for OT1 is due to changes in the work plan, particularly related to SME programming, which meant that fewer Business Development Services (BDS) and trainings were provided than originally planned in favor of Public-Private Partnership events which surpassed their target. The lower-than-expected performance on OT2 primarily reflects low rankings for two areas- Energy and SME supply chain integration. The low results for Energy appear to relate to the rigorous definition of “capacity increased” defined in the M&E Plan. Results disaggregated by work stream are discussed in the relevant sections below.

Indicators by Work Stream

Work Stream 1: ASEAN Single Window (ASW)

The expected result for this work stream is the operationalization of the ASEAN Single Window. In 2015, ACTI supported the following activities in the development of the ASW:

- Launched the development of the ASW enabling infrastructure for the cross-border exchange of e-ATIGA Form D for five participating AMS (Indonesia, Malaysia, Singapore, Thailand, and Vietnam).
- Conducted workshops to support the ASW live operation, including the documentation of electronic ATIGA Form-D end-to-end business and information process flow.
- Completed workshops on understanding the Protocol on the Legal Framework to Implement the ASW (PLF) and the Operational Certification Procedures.
- Conducted ASW briefings for SMEs and ASW/NSW stakeholders.

During the reporting period, ACTI conducted a total of 7 ASW related workshops. Of these, three were targeted at information dissemination and/or policy agreement while the remaining four workshops were trainings.⁸ Only data for trainings is reflected in the KPIs below.

1. Key Performance Indicators

KPI results for FY15 specific to the ASW work stream are summarized in Table 1 below.⁹

Table 1: ASW Work Stream FY15 Result Table

Outcomes			Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:	Indicator	Target:	Actual:
OC1. Number of policies adopted	3	3	OT1. Person-hours of training provided	800	1,110	IT1. Days of technical assistance provided	340	385
OC2. Number of AMS implementing guidelines	10	10	OT2. % of workshop participants stating increased capacity	80%	68%	IT2. Studies completed	6	5

As shown in the table above, in FY15, the targets for both outcome indicators (OC1 and OC2) were met. The policies counted under OC1 are: (i) Data Center Co-Hosting, (ii) PLF protocol for Legal Framework, (iii) ASW Governance Structure and (iv) ASW Data Co-Hosting Service. The output target for “Person hours of training” OT1 was surpassed, as was the input target IN1 “Days of TA”. This was due to additional technical assistance support required.

Results for two indicators did not meet their targets as follows:

- *IT2: Number of studies completed*- the target was not met due to delays in the approval of Public Key Infrastructure (PKI) analysis report and Operational Certification Procedure (OCP) for E-ATIGA Form D. At the time of writing, US-ACTI is awaiting approval from the Sub-Committee on ATIGA Rules of Origin.
- *OT2. Percent of workshop participants increased capacity* – While two of the four trainings did reach the goal of 80% of participants stating increased capacity, the aggregated result reflects poor results for two of the ASW trainings (discussed below).

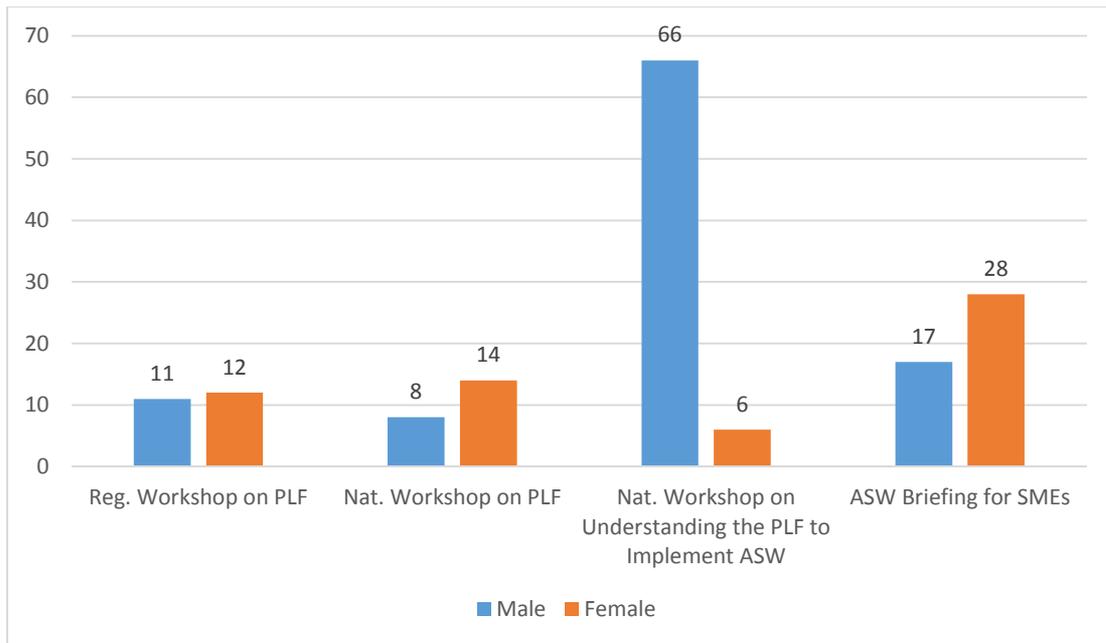
2. Training Statistics

From November 2014 and September 2015, a total of 162 participants (102 male/ 60 female (37% female)) attended 4 trainings. The number of attendees, disaggregated by sex, for each of those trainings is shown in Figure 1 below. This represents 1,110 person hours of training.

⁸ See USAID’s standard definition of training in the ACTI M&E Plan. The 3 activities that were **not** trainings are: (i) ASW Pilot Project for ATIGA Form D Live operation, ATIGA Form D Electronic Business Process and AMS Readiness Workshop, and (ii) National Workshop on Understanding the Protocol for the Legal Framework (PLF) to Implement ASW, and (iii) Information Process Modeling (IPM) Harmonization Workshop.

⁹ Indicators specific to the deployment of the ASW will not be reported until FY16 after the system goes live in 2015, per the M&E Plan.

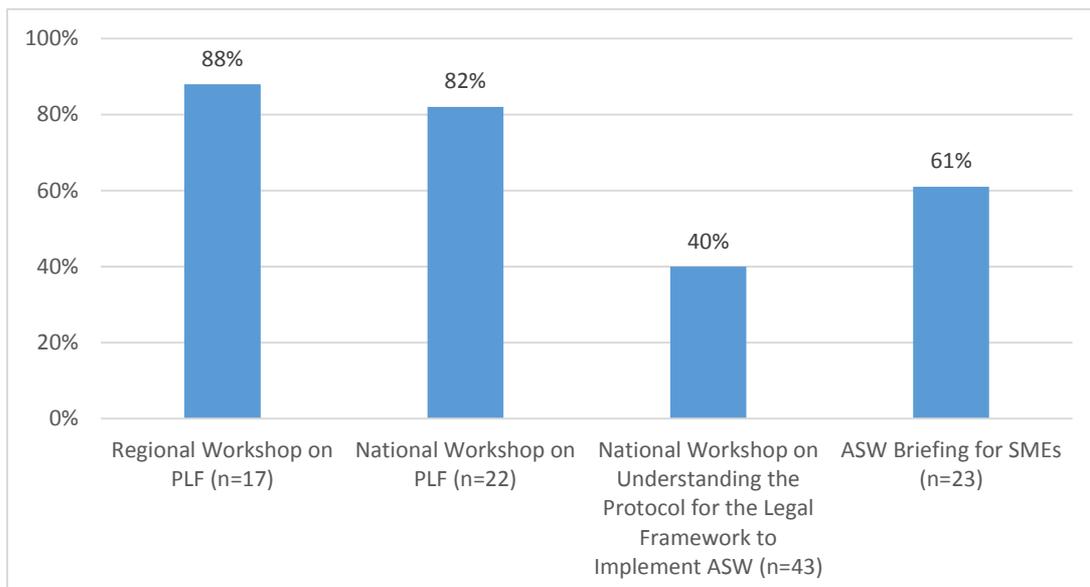
Figure 1: Attendance at ASW Trainings in FY15



Knowledge Gained

US-ACTI implements pre- and post-workshop questionnaires to generate data for indicator OT2. The indicator measures the proportion of participants in these workshops reporting that they increased their capacity (defined as an increase of more than 10% improvement in level of knowledge). The average knowledge gained of all 4 activities was 68%, below the target of 80%. The results for individual workshops is shown in Figure 3 below.

Figure 3: Percent of Respondents Reporting Knowledge Gained- ASW Trainings



NB: The response rates to the OT2 questionnaires were: 74%, 100%, 78%, and 73% respectively.

Disaggregated results show that the target was met for two of the four trainings. The low results for the *National Workshop on Understanding the PLF to implement ASW* may have been due to poor

targeting of attendees and/or lack of precision in the questionnaire (i.e. the areas of learning respondents were asked to rank their level of knowledge on were insufficiently specific).

Work Stream 2: Trade and Investment

The expected result for this work stream is that trade and investment policies supported by AC-TI are adopted by ASEAN Member States (AMS). Key activities in 2015 were as follows:

- Regional and national medical device workshops
- A workshop on Traditional Medicines and Health Supplements
- A workshop on OECD Trade Facilitation Index
- Support for the revision of AHTN 2012
- A study on services liberalization
- Study of investment provisions in ASEAN FTAs and recommendations for improvements
- Recommendations for a multi-year investment facilitation work plan and workshop

All workshops conducted under the T&I pillar met the criteria for “training” and are reflected in the data below.

1. Key Performance Indicators

KPI results for FY15 specific to this work stream are summarized in Table 2 below. The targets for OC1, OT2, OT3 and IT1 were largely met. The policies counted under OC1 are on Medical Devices Directives.

Table 2: T&I Work Stream FY15 Result Table

Outcomes			Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:	Indicator	Target:	Actual:
OC1. Number of policies adopted	2	2	OT1. Person-hours of training provided	7,000	2,754	IT1. Days of technical assistance provided	300	278
OC2. Number of AMS implementing guidelines	5	0	OT2. % of workshop participants increased capacity	80%	88%	IT2. Studies completed	1	3
			OT3. Number of activities completed	5	5			

The target for IT2 was surpassed due to changes in the work plan. The completed studies were:

- i ASEAN Investment Facilitation Work Plan (2016-2020)
- ii Monitoring and Implementing AEC Investment Policy in ASEAN’s Regional Treaties
- iii ASEAN Services Liberalization Beyond 2015: Assessment and Recommendations

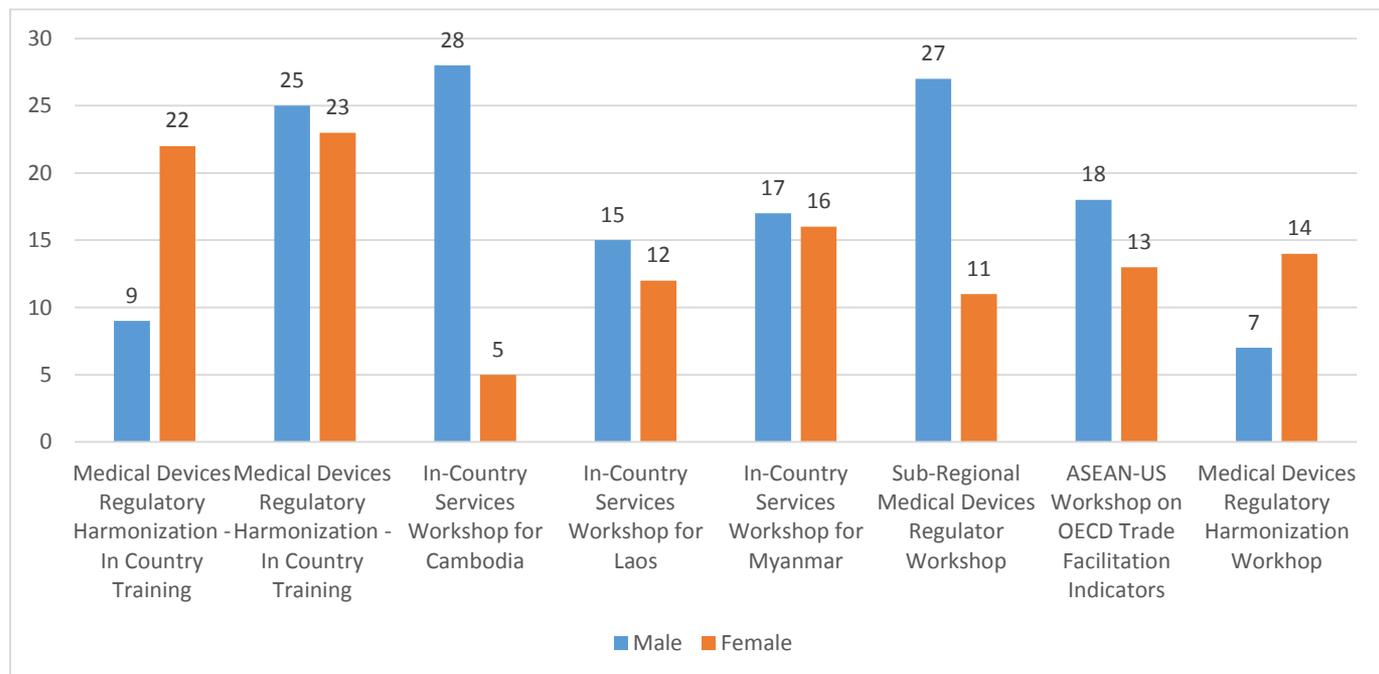
The target for OC2 was not met as the ASEAN Medical Devices Directives (AMDD) was only signed in December 2014, taking longer than expected. It will take time for the AMDD to be

ratified by ASEAN Member States (AMS). Some member countries are expected to implement the AMDD in late 2015 or 2016. Those without an existing medical device regulations in place will take longer time to implement the AMDD as they will have to start from scratch. In addition, the target for OT1 (person hours of training) was not met due to postponement of a number of activities to the last quarter of 2015 or early 2016.

1. Training Statistics

A total of 8 trainings on T&I issues were attended by 262 people (146 male and 116 female or 44% female in aggregate) in FY2015. The number of attendees, disaggregated by sex, for each of those workshops is shown in Figure 4 below. This represents 2,754 person hours of training.

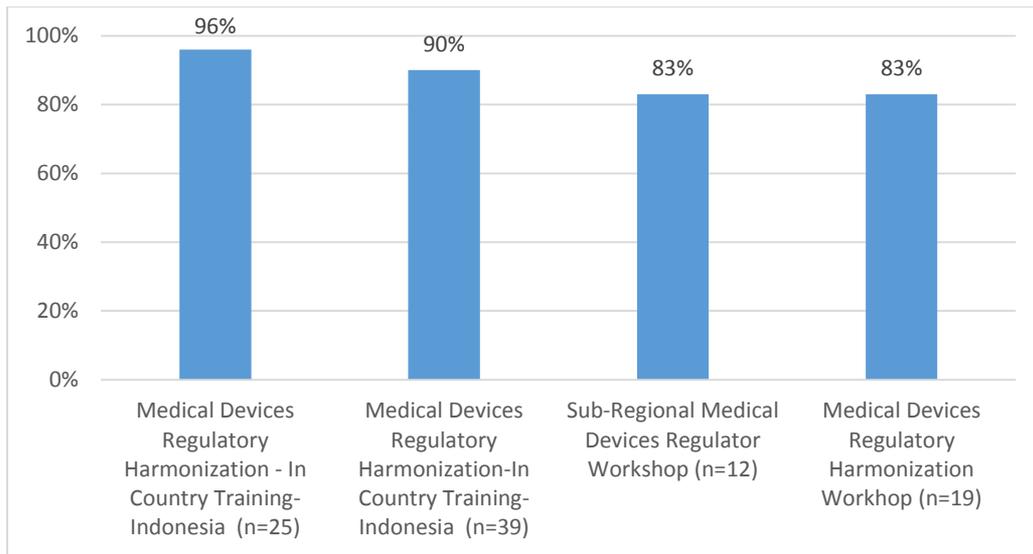
Figure 4: Attendance at T&I Trainings in FY15



Knowledge Gained

The proportion of training respondents reporting knowledge gained in aggregate terms was 88%. The results for the individual workshops are provided below. The first series of training on medical devices are shown in Figure 7 on the following page and demonstrate consistently high results.

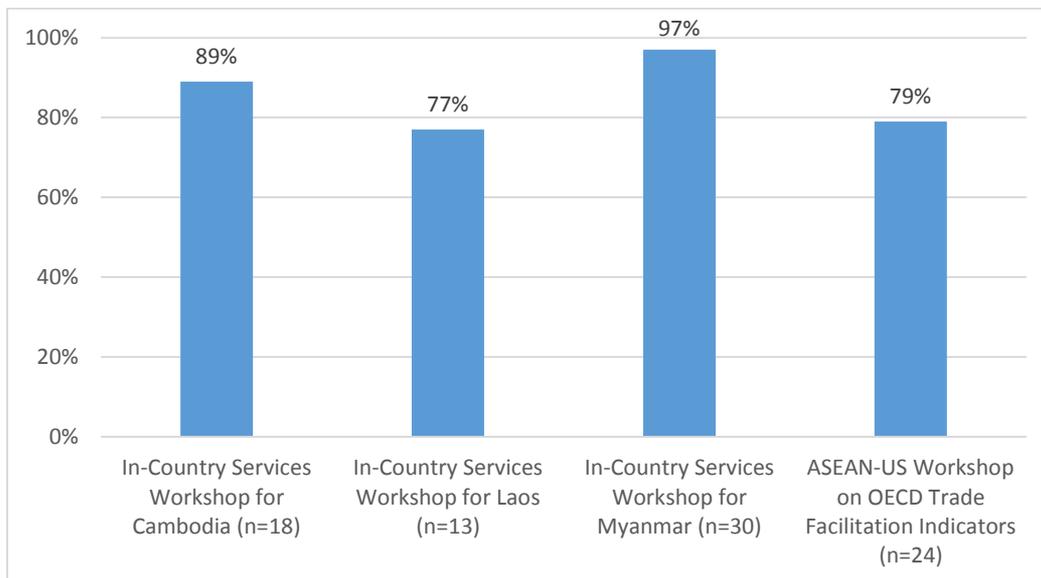
Figure 7: Percent of Participants Who Gained Knowledge at T&I-Medical Devices Workshops (Oct 2014-Sept 2015)



NB: The response rates to the OT2 questionnaires were: 81%, 81%, 58%, and 95% respectively.

Results for in-country services workshops were similarly positive.

Figure 8: Percent of Participants Who Gained Knowledge at T&I-In-Country Services Workshops and OECD Workshop (Oct 2014-Sept 2015)



NB: The response rates to the OT2 questionnaires were: 55%, 48%, 91%, and 87% respectively.

Work Stream 3: Small and Medium Enterprise

The expected result for this work stream is that SMEs have access information and resources to be competitive in the ASEAN economic community. US-ACTT's SME activities aim to improve the capacity of ASEAN entrepreneurs, especially women and youth, to create and operate SMEs and thus promote equitable, inclusive development. Key deliverables this year included 12 trainings/workshops, studies, and development of the ASEAN SME Academy.

1. Key Performance Indicators

The KPI data for the SME work stream is shown Table 3 below. As can be seen, the targets for the standard indicators “Number of people benefitting from PPPs” and “Days of TA” were surpassed significantly. This reflects a change in programming emphasis that meant resources were focused on the public-private events rather than the BDS trainings originally planned driven by demand from ASEAN for more public-private partnership events. There was also overwhelming demand to attend our US-ASEAN Business Alliance for Competitive SMEs events that drove the attendance at each event higher than project estimates. This change in emphasis is reflected in the under-target results for indicator 3.1.2 and OT1 in favor of the very high results for indicator 3.1.4.

Table 3: SME Work Stream FY15 Results Table

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
3.1.2 Number of SME owners/ enablers receiving BDS	500	190	IT1. Days of technical assistance provided	250	574
	250 women	91 women	IT2. Studies completed	2	2
3.1.4 Number of people benefitting from USG supported PPPs	600	1925			
	300 women	966 women			
OT1. Person-hours of training provided	10,800	7,656			
OT2. % of workshop participants increased capacity	80%	65%			

The following PPP events were held this fiscal year:

1. Regional Consultation on the ASEAN SME Academy, 4 November 2014
2. Global Entrepreneurship Week Indonesia Summit 2014, 21 November 2014
3. Training of Trainers and Course on Smart Technology for Smarter Business and Incubator Session, 12-16 January 2015
4. Business Alliance Workshop on Good Business Practices for Improved Market Competitiveness, Phnom Penh, 30 January 2015
5. Workshop on Good Business Practices for Competitive SMEs in ASEAN, Cebu, Philippines, 10 March 2015
6. Meeting on GREAT Women-ASEAN Collection, 23-25 March 2015
7. Supply Chain Readiness Training-Garment and Footwear, 7 April 2015
8. Supply Chain Readiness Training-Electronics Sector, 23 June 2015
9. Global Supply Chain Integration Training Workshop Improving Access to Regional and Global Markets for SMEs, Hanoi, Vietnam, 17 September 2015

The studies completed this year were: Women’s *Entrepreneurship and Economic Mainstreaming – Post-2015 Policy in ASEAN: Part 1* and *Women’s Entrepreneurship and Economic Mainstreaming – Post-2015 Policy in ASEAN: Part 2*.

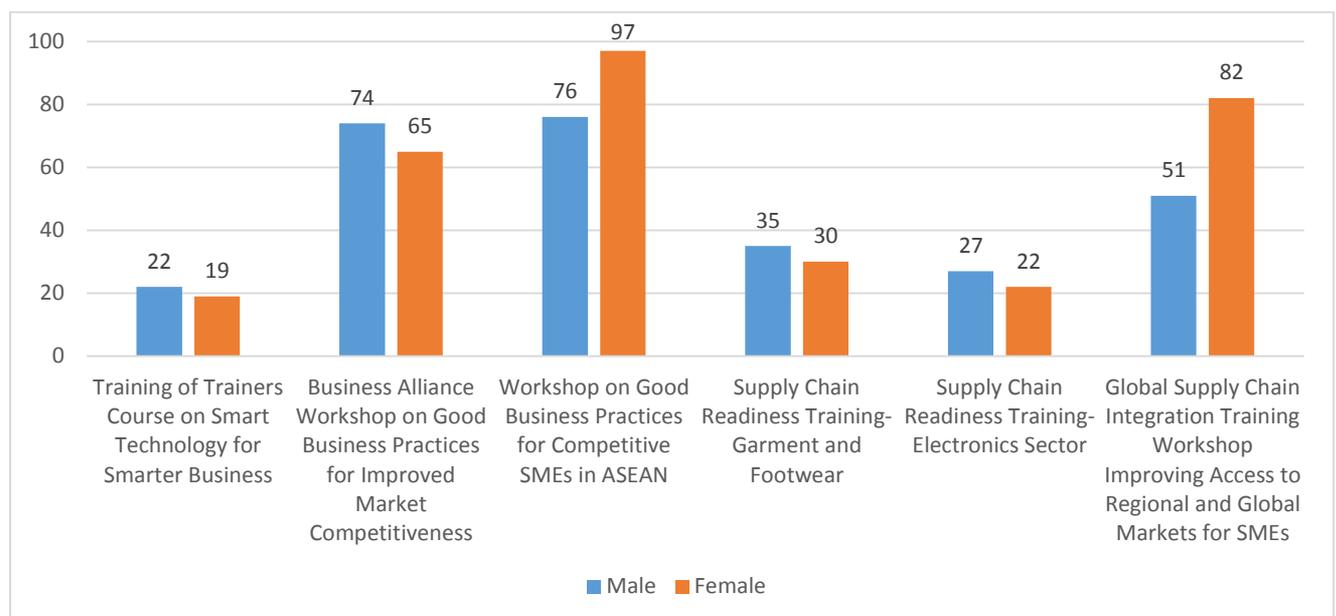
Table 3 excludes indicator 3.1.1 on the Number of women entrepreneurs obtaining financial services from investors or financial institutions participating in ACTI activities and 3.1.3 Number of individuals completing ASEAN SME Academy courses as both had targets of zero for 2015. These activities are still in the preparatory phase.

2. Training Statistics

During 2014, ACTI organized a total of 12 SME related events, of which the 9 listed above as PPPs were held in cooperation with the Business Alliance. Of these, six were trainings and are thus counted under “Person Days of Training” and “Capacity Gained.”

A total of 600 people (285 male and 315 female (53%)) attended the six trainings. This represents 7,656 person hours of training. The breakdown of male and female participants for each training can be seen in Figure 9.

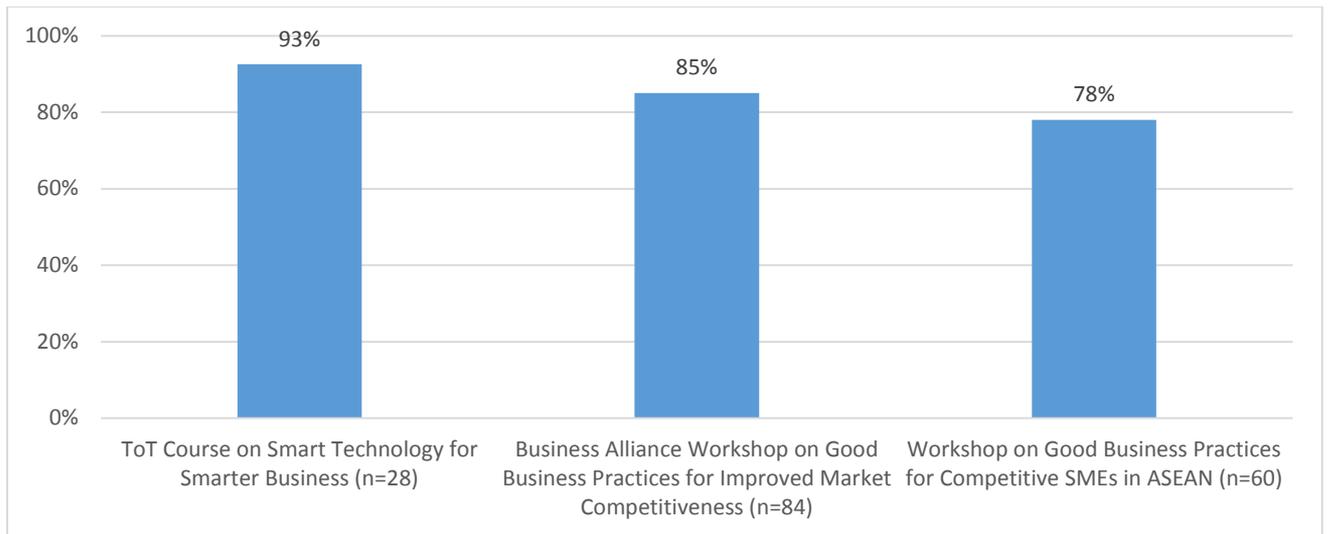
Figure 9. Attendees of SME Training Events (October 2014-September 2015)



Knowledge Gained

The aggregate result of 65% of participants stating increased capacity masks significant disparities among trainings. At US-ACTP’s trainings on ICT skills and the SME events held in Cebu and Phnom Penh, a significant majority of attendees reported that they had increased the knowledge and understanding during the event, as shown in Figure 10 on the following page.

Figure 10: Knowledge Gained – Part 1

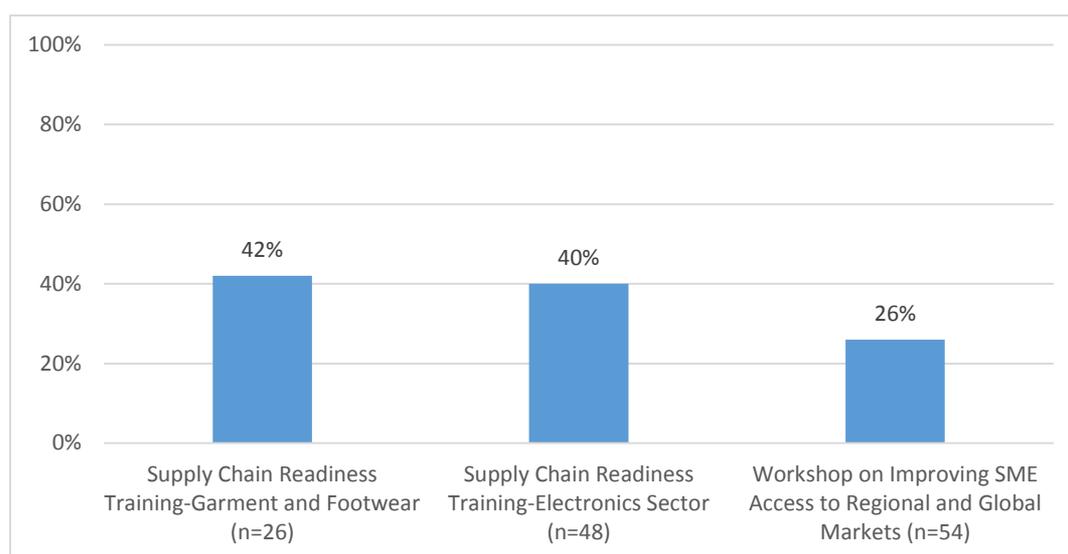


NB: The response rates to the OT2 questionnaires were: 92%, 85%, and 78% respectively.

Notably, the (sector-focused) training workshops on supply chain readiness, in the garment and footwear sectors, and in the electronics sector show much lower results concerning participants' knowledge gained, as can be seen in Figure 11 below. The main reason for this lies in the nature of the sector-focused training. SME participants in these two training workshops already had a high level of participation in cross-border trade as well as supply-chain integration with MNCs. Some 72 per cent of these participants had engaged in cross-border trade while 67 per cent had had supply linkages with the MNCs. As such, these SME participants already had good knowledge as well as have already met high technical and business standards in order to engage in the cross-border trade and participate in MNCs' supply chains. Indeed, it is because of their better knowledge and skills as well as their pre-existing engagement on cross-border trade and pre-existing linkages with MNCs that they had been selected for the training. The corporate partners, who provided the training, wanted to involve SME participants they already knew and worked with.

Meanwhile the low knowledge gained scores for the two training workshops on "Garments and Footwear" and "Improving Access to Markets" were also affected by language difficulties. The training courses were conducted mostly in the Vietnamese, but the knowledge gained forms were in English. Learning from such experience, US-ACTI will henceforth ensure that (a) training participants are walked through, if necessary in their local languages, so that they would understand very well the questionnaires they are to complete, and (b) training participants are given sufficient time to complete the questionnaires.

Figure 11: Knowledge Gained – Part 2



NB: The response rates to the OT2 questionnaires were: 49% (Training-Garment and Footwear) and 48% (Workshop on Improving SME Access to Regional and Global Markets).

Work Stream 4: Energy

The expected result for this work stream is increased awareness of information to promote the use of clean and efficient energy.

Key Performance Indicators

KPI results for FY15 specific to this work stream are summarized in Table 4 below.

Table 4: Energy Work Stream FY15 Results Table

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
OT1. Person-hours of training provided	360	174	IT1. Days of technical assistance provided	50	85
OT2. % of workshop participants stating increased capacity	80%	47%	IT2. Studies completed	1	1
OT3. Number of activities completed	2	1			

Due to changes in the work plan, only one event on Energy was held during the reporting period rather than two. For this reason, the targets on OT3 and OT1 were missed. The target for IT2 was met; the study completed was the paper on *Screening Hydropower Facilities for Climate Change Risks to Business Performance*.

1. Training Statistics

In FY15, one training was held on energy: namely, the workshop with for the Renewable Energy Sub-Sector Network on Screening Hydropower Facilities for Climate Change Risks. A total of

29 participants attended (18 male and 11 female (38% female)). This represents 174 person hours of training.

Knowledge Gained

Figure 12. Pre-Workshop Knowledge

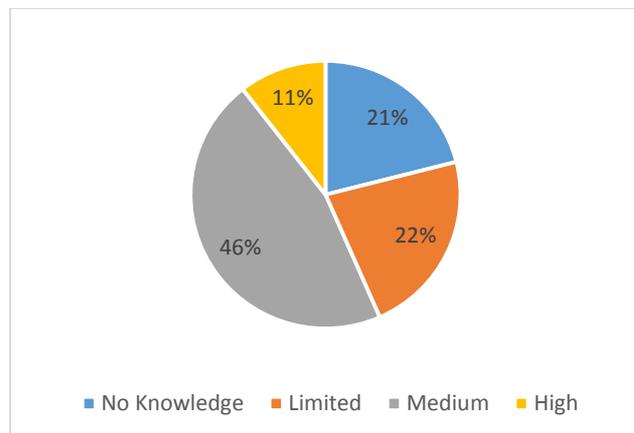
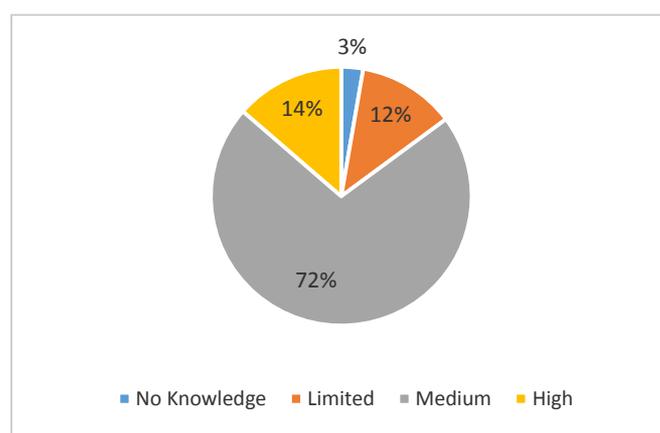


Figure 13. Post-Workshop Knowledge



N: 19

Based on a 69% response rate to the knowledge gained questionnaire, 47% of respondents stated their knowledge had increased by the training by at least ten percent. However, much larger proportion of respondents stated some capacity gain, as shown in Figures 12 and 13 above. In part this is the nature of this particular kind of workshop. While a training, it was more of an opportunity to learn about the analytical framework and the analytical tool that the project developed and less training in the use of the framework and tool.

Work Stream 5: Information and Communication Technology

The expected result for this work stream is increased ASEAN awareness of technologies and policies that allow for expanded rural broadband access.

Key Performance Indicators

KPI results for FY15 specific to this work stream are summarized in Table 5 below.

Table 5: ICT Work Stream FY15 Results Table

Outputs			Inputs		
Indicator	Target:	Actual:	Indicator	Target:	Actual:
5.1.1. Number of workshops or trainings presenting information on technologies and policies	1	2	IT1. Days of technical assistance provided	50	94
OT1. Person-hours of training provided	600	0	IT2. Studies completed	1	1
OT2. % of workshop participants stating increased capacity	80%	N/A			

In 2015, there were 2 workshops conducted under the ICT work stream. The workshops were oriented towards information dissemination rather than training as the topics that were ultimately agreed on with ASEAN were not conducive to the use of training. Therefore, there were no person hours of training and it was not possible to measure knowledge gained. In FY15 Q3, a case study on TV White Space in Indonesia was conducted and thus the target for studies completed was met. The additional days of technical assistance under IT1 reflected the larger than expected number of workshops.

Application of US-ACTI Sponsored Trainings

In addition to monitoring the key performance indicators provided above, US-ACTI also measures the longer-term impact of its capacity building efforts. A summary of the follow-up survey conducted towards this end is provided in the table on the following pages.

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Summary Results of Post-Training Surveys

Per the approved M&E Plan, ACTI collects qualitative information to document how knowledge transferred is being applied on a longer-term basis. An electronic questionnaire is sent to all training participants six months after their training to ask whether and how they applied what they learned. In FY15, 8 post-training surveys were conducted (from March - August 2015) for participants of trainings that took place in FY14 and FY15. This survey applies only to workshops designed to increase the capacity of participants.

No	Work Stream	Workshop or Training	Survey Conducted	Response Rate	Summary Results
1	T&I	Medical Devices Regulatory Harmonization Training 23-26 Sept 2014 Putrajaya, Malaysia	Mar-15	15 (5 Male and 10 Female). Response rate 36% (Female 67% and Male 33%)	47% respondents confirmed that they have been able to apply what they learned in the workshop almost every day as regular part of their job
2	T&I	Medical Devices Regulatory Harmonization Training 28-29 October 2014 Bali, Indonesia	May-15	12 (3 Male and 9 Female) participants responded giving a return response rate of 40% (Female: 75% and Male: 25%).	83% of the respondents confirmed that they have been able to apply knowledge gained from the workshop in their daily job
3	T&I	Medical Devices Regulatory Harmonization Training-for Industry 30-31 October 2014 Bali, Indonesia	May-15	14 (9 Male and 5 Female) participants responded giving a return response rate of 38% (Female: 35.7% and Male: 64.3%).	86% of the respondents confirmed that they have been able to apply knowledge gained from the workshop in their job.
4	T&I	Workshop on Trade-In Services Scheduling 8 December 2014 Phnom Penh, Cambodia	Jul-15	14 (11 Male and 3 Female) participants responded giving a return response rate of 58% (Male: 79% and Female: 21%).	46% (N=9) of respondents confirmed that they have been able to apply what they learned in the workshop almost every day or every week or infrequently as regular part of their job. Meanwhile, 54% respondent met some challenges in implementation of things have learned from workshop.

No	Work Stream	Workshop or Training	Survey Conducted	Response Rate	Summary Results
5	T&I	Workshop on Trade-In Services Scheduling 10 December 2014 Vientiane, Lao PDR	Jul-15	10 (3 Male and 7 Female) participants responded giving a return response rate of 56% (Female: 70% and Male: 30%).	30% (N=10) of respondents confirmed that they have been able to apply what they learned in the workshop almost every day or every week as regular part of their job. Meanwhile, 40% respondent apply what they learned infrequently but as regular part of their job.
6	T&I	Workshop on Trade-In Services Scheduling 12 December 2014 Nay Pyi Taw, Myanmar	Jul-15	6 (2 Male and 4 Female) participants responded giving a return response rate of 29% (Female: 67% and Male: 33%).	Most respondents (80%) have explained some aspects of workshop informally to colleagues and only few of them (40%) apply infrequently what they learned from workshop
2	SME	Course on Smart Technology for Smarter Business 14-15 January 2015 Vientiane, Lao PDR	Aug-15	5 (2 Male and 3 Female) participants responded giving a return response rate of 56% (Male: 40% and Female: 60%).	Respondents apply the training from the workshop infrequently but as regular part of their job and confirmed that application of skills and knowledge gained from training contributed towards better operation and management of their business
1	SME	Workshop on Good Business Practices for Improved Market Competitiveness 30 January 2015 Phnom Penh, Cambodia	Aug-15	26 (18 Male and 8 Female) participants responded giving a return response rate of 27% (Male: 31% and Female: 69%).	Most respondents (73%) apply the knowledge gained from the workshop/training infrequently but as regular part of their job. 75% respondents confirmed that application of skills and knowledge gained from training contributed towards better operation and management of their business

The response rates to the survey have been fairly good, given that all communication is through bulk emails. The results from the survey's completed to date are fairly positive with between 40% and 80% of respondents using the skills and knowledge from the training regularly. US-ACTI is in the process of refining its survey methodology, particularly for the SME work stream to collect more detailed data on outcomes.