

DESA Participant Survey

The United Nations Department for Economic and Social Affairs (DESA) seeks your feedback on the current meeting. We encourage you to provide honest feedback to assist DESA in strengthening its future programming. Your insights are very valuable, and we hope that you will take the time to share your feedback.

While you may optionally indicate your name and the name of your organization on the next slide, no answers will be associated with your name, and the results of the survey will be shared in an aggregated form only.

Kindly indicate your name and organization (optional)

MWACSMED

Spencer Mbeve Business
Development Officer
Department of Small and
Medium Enterprises
Development

It was excellent. We need
more of this. Sibongile
Sibanda is a very good
trainer

Ministry of Women
Affairs, Community
Small and Medium
Development

Albert Chavhunduka
Ministry of Women Affairs,
Community, Small and
Medium Enterprises
Development

Privy MWACSMED

Mabunda Joseph
(MWACSMED)

Mzamba S MWACSMED

Kindly indicate your name and organization (optional)

Muchingami Lewis Ministry
of Women Affairs
Community Small and
Medium Enterprises
Development

Ministry of Women Affairs,
Community, Small and
Medium Enterprises
Development

Gudyanga b Mwacsmed

Irene Butau - Ministry of
Women affairs, community,
small and meium enterprises
development

Chidyamatamba Gerald

The workshop progresses
well.The facilitator
coordinated well. We are
just looking forward to our
allowances

Ministry of Women Affairs,
Community, Small and
Medium Enterprises
Development

Ministry of women affairs,
community ,small and
medium enterprises
development

Kindly indicate your name and organization (optional)

MWACSMED

Taurayi Muendesi, Ministry
of Women Affairs,
Community, Small and
Medium Enterprises
Development

Memory Mutetwa Ministry
of Women Affairs,
Community, Small and
Medium Enterprises
Development

The workshop was really an eye
opener. It enriched BCDOs in
terms of MSME training content
and training facilitation skills.
Most critical was the inclusion
of the Resilience aspect into
MSME training

Rachel.NTirivabaya
MWACSMED

Magunda M Mangwende
Ministry of Women Affairs
Community Small and
Medium Enterprises

Fredrick N Matemera
Ministry of Women Affairs
Community Small and
Medium Enterprises
Development

Pasca Mushaike Ministry of
Women Affairs, Community,
Small and Medium
Enterprise Development

Kindly indicate your name and organization (optional)

Ladslas Gurajena Ministry
of Women Affairs,
Community Small and
Medium Enterprises

Tafadzwa Mudariki from
Muzarabani District
Position: Business and
Cooperative development
officer

Masvinu John Ministry of
Women Affairs, Community,
Small and Medium
Enterprise Development

Musiwa Obert Ministry of
Women Affairs, Community,
Small And Medium
Enterprises Development

Muzamana Munyaradzi
Mashonaland West

Mataya George

MWACSMED

Edna Women Affairs,
small and medium
enterprises
development

Kindly indicate your name and organization (optional)

VISET

Karen Mutaaurwa, Ministry of
Women Affairs, Community
small and medium
development enterprises

Zenda Tecla Ministry of
Women Affairs,
Community, Small and
Medium Enterprises
Development

Mwacsmed

Tobias Mutunzi

Kim Patience Bikwa Ministry
of Women affairs
community small and
medium enterprises
development

B. Usaiwevhu
MWACSMED

MAMVURA MABIKA
MINISTRY OF WOMEN
AFFAIRS

Kindly indicate your name and organization (optional)

Bernice SMEDCO

Melissa K. Sibanda- Ministry
of Women Affairs,
Community, Small and
Medium Enterprises
Development

Lloyd Gumbo Insurance
and Pensions
Commission

The workshop went on well and
it was well planned. The use of
feedback after group
presentations managed to
highlight areas well covered
and areas for improvement.

Chikondowa Emily

Kashiri Innocent Taurai -
Ministry of Women Affairs,
Community, Small and
Medium Enterprises
Development

Samuel Kachasu Ministry of
Women Affairs, Community,
Small and Medium
Enterprises Development

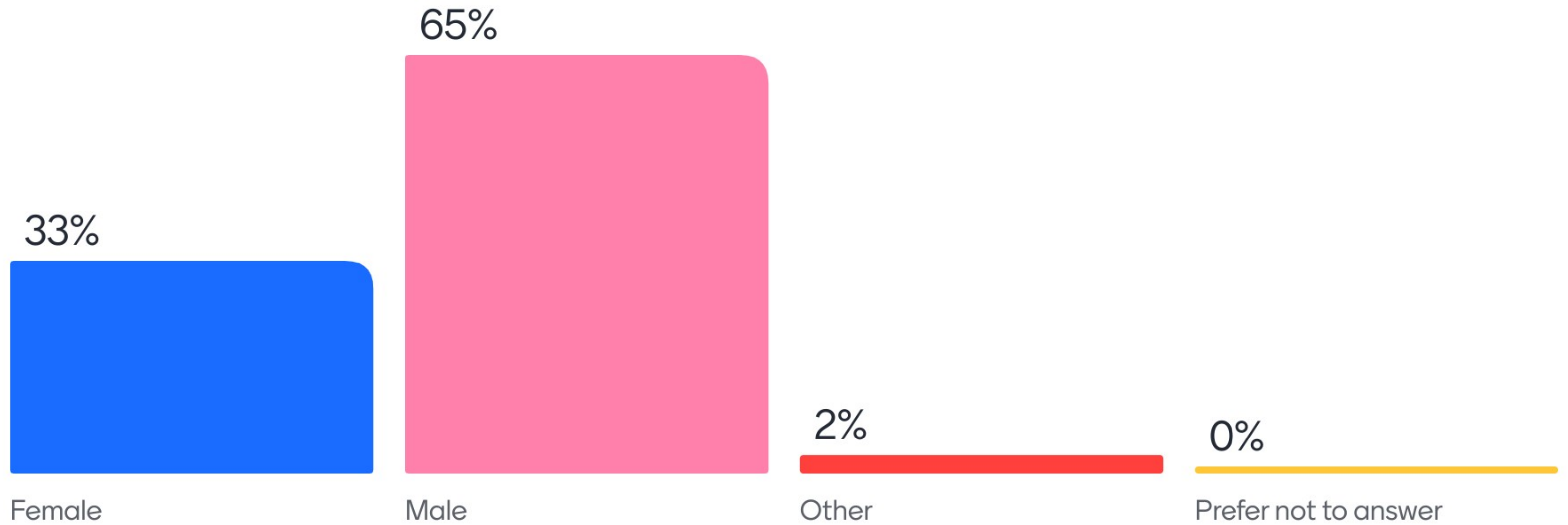
Mr. Davis Chitiyo
Department of Deeds,
Companies and Intellectual
Property.

Kindly indicate your name and organization (optional)

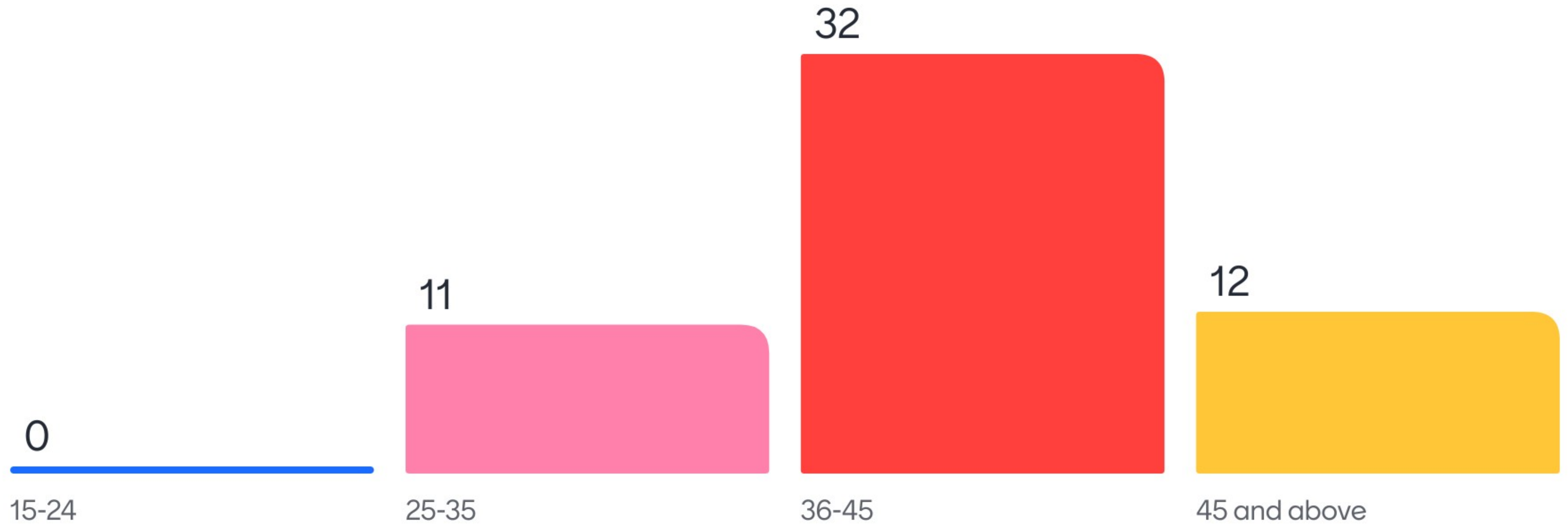
MINISTRY OF WOM
AFFAIRS, COMMUNITY,
SMALL AND MEDIUM
ENTERPRISES
DEVELOPMENT

Portia Manja Ministry of
women Afdairs, Community
Small and
Medium.Enterprises
development

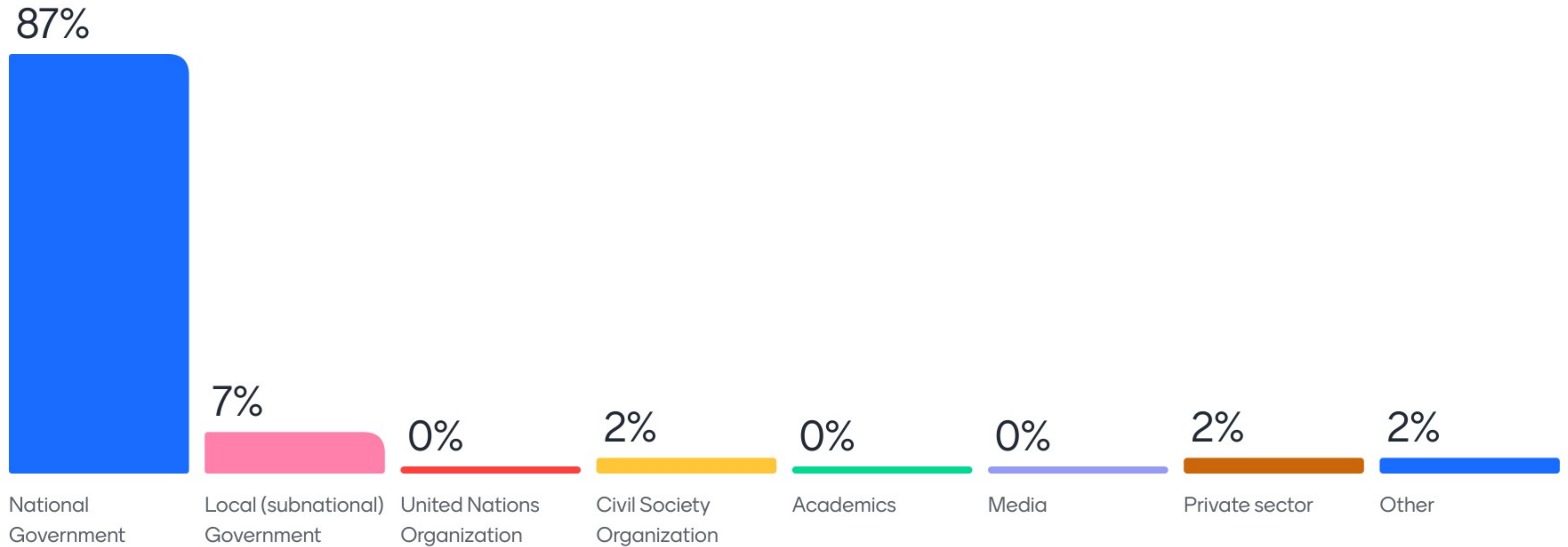
Gender



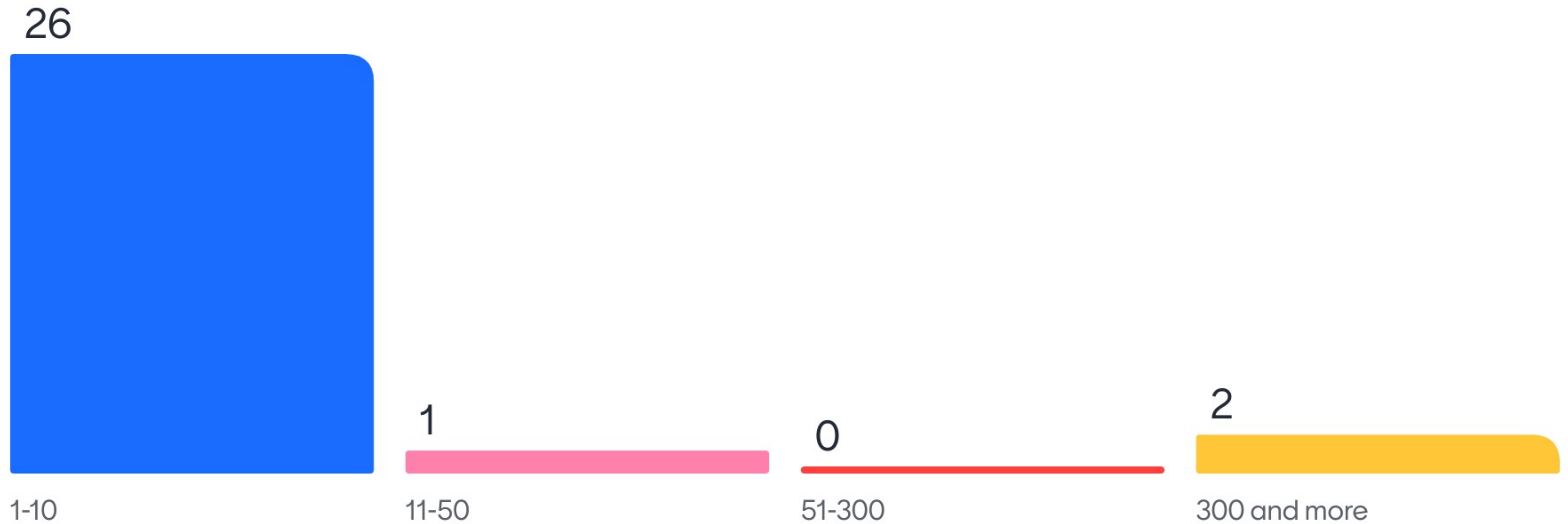
Could you please inform your age?



Type of your organization



If you are an entrepreneur, can you inform the number of employees in your enterprise?



If you are a government official, could you please let us know how you support MSMEs?

Training and training linkages
Financial linkages Market
linkages Business consultancy
and advisory Workspace
lobbying Cluster formations.

By offering training and
other support services

I train SMEs in business
management and
capacity building

Our Ministry supports
MSMEs with funding,
training as well as ensuring
the provision of workspace

Through trainings on Business
Management, facilitate
interface between
entrepreneurs and service
providers, facilitate business
registration

Facilitate and provide business
development services and
Capacity Building to MSMEs.
The services include: 1. Training
on Business Management 2.
Trade and Market Promotion 3.
Advisory 4. Mentorship

Business development
support

We offer business
trainings , business
counseling and linkages

If you are a government official, could you please let us know how you support MSMEs?

Training MSMEs Advising
MSMEs Facilitating
registration processes
Market linkages

The MSMEs are given
training on
entrepreneurship

By providing business
development services which
includes providing business
management trainings,
Facilitation of market and
financial linkages, providing
business advisory services to
MSMES

Facilitating trainings Assist in
formalisation process
Facilitating msme to attend
exhibitions Assist msme to find
funding Build associations

Through trainings and
conscientization
programs

Training Market
development Infrastructure
provision Financial linkages

Cascading the training
to districts about
business resilience.

Sector

If you are a government official, could you please let us know how you support MSMEs?

Offering Business
Development Support
Services

Support MSME through
training and business
linkages facilitation

Capacity building trainings,
Linking to markets, Spot
business advice

Training Linkages Business
counselling Company
registration Cooperative
registration

Facilitate market access Train
SMEs Facilitate business
linkages Facilitate povision of
loans to SMEs Facilitate cluster
development Faciltate
formation of associations and
association building

Capacity building and
redource mobilisation

Fredrick N Matemera
Ministry of Women Affairs
Community Small and
Medium Enterprises
Development

Offering capacity building
services which includes
trainings, market linkages
etc

If you are a government official, could you please let us know how you support MSMEs?

Through enterprise development trainings, assisting with business proposal writing, advising MSMEs with information on raising cheap sources of finance and providing information on tax compliance

Provision of business advisory services Lobbying workspace for SMES Training SMES Assisting SME'S to unlock formal markets

Support Entrepreneurs through trainings, Linkages and formalisation

Muzamana Munyaradzi
Mashonaland West

Offering business management trainings

Capacity building Market linkages Policy formulation and interpretation

Through training, linking to markets, linking to funding and assisting in getting proper workspace

Zenda Tecla

If you are a government official, could you please let us know how you support MSMEs?

Through trainings
Encourage formalisation
Advocate for workspace
Facilitate for loans

By training them and
creating awareness on
government policy and
what can help their
businesses to grow

TRAINING of MSMEs
BUSINESS Linkages
BUSINESS advisory and
Consultancy

I am a trainer and skills
capacitator (bcdo)

Training Workspace
Access to finance
Market development

I do training needs
assessment ,provide
training services and
business advisory services
among other services

Capacitation, market
linkages, work space,
funding and business
advice

Capaity building trough
various programmes

If you are a government official, could you please let us know how you support MSMEs?

By helping them produce quality products

Financial access, capacity building, infrastructure provision

Capacitate MSMEs through business management trainings e.g SIYB and help them to formalize by registering companies and cooperatives and also link them to markets

Through consumer awareness on the importance of risk management through insurance and retirement planning

Skills development and business advisory services. Assistance on formalisation and creation of linkages

As an officer I do traine MsSMEs

Support through training them bussiness management, financial literacy

We provide Trainings, Consultancy Services, Linkages, Referrals, facilitate registration

If you are a government official, could you please let us know how you support MSMEs?

We teach them on business skills

We assist the MSMEs by assisting them in registering a company of their choice as well post registration process.

I capacity build them by training business management training course, lobbying workspace for MSMEs, facilitate funding for MSMEs and facilitate business linkages

Capacitate MSMEs business management

Capacity building - training, market access, policy and regulatory

I do training Facilitate marketing Facilitate business linkages Facilitate for Infrastructure development Facilitate registration and formalisation Mobilize funding

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

Adult training methodologies

This was an eye opener. Our officers need to be continuously capacitated

A trainer should have enough content, advice SMEs correctly. As a trainer you should be in control of the room

It was very educative and eye opening. It gave me an opportunity to learn more about how to run businesses as well as interact with other MSMEs

Importance of hammering on MSME resilience especially with all the emerging issues threatening MSME survival

Need to apply the Experimental Learning Cycle when facilitating

1. Need for the Consultant to capture the issues of collective marketing, international marketing and costing in the training manual as reviewed during validation 2. Cascading training to BCDOs

Risk management and project sustainability are key concepts which need serious attention especially to our MSMES

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

Capacitated on knowledge gaps on how I should be , training techniques

Business resilience and how to manage business risks

I learn on how to be an effective facilitator

Business resiliency

Fascination skills (Participatory methods of facilitating) Building of MSMEs in resilience Session plan Content on building MSMEs resilience

Formalisation and compliance to local authorities can help in Business resilience

Very precise

Importance of Business Resilience as a mitigation measure against uncertainties

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

MSME resilience Adult literacy training principles

Training of trainers should continue. Business resilience is critical in this dynamic environment

Training methods Risk management and sustainability of smes Building resilient business

Good attributez on How to deliver facilitation role

It was good

Facilitators need to do proper planning, needs assessment, clearly defining training objectives, outcomes and make use a mix of adult learning principles and methods

Very essential it has equipped us with technology

I have learnt that the faicilitator should facilitate knowledge transfer and should not dorminate on the room.

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

Muzamana Munyaradzi

Resilient issues on msmes are pertinent for their survival in the prevailing environments

Thats MSMEs play a critical role in the develop of the national economy and the Governance and all its must support them to ensure compliance with processes that foster growth

The training manual is relevant and informative and will in a positive way build business resilient MSMEs

Effective training is important

When you are training SMEs do not put your back on them. Dress decently when training Business resilience topic is very important for SMEs in Zimbabwe

It was very informative

It was an eye opener to learn about financial resilience

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

principles should be considered when facilitating, should not stand in a position that disrupt participants. Facilitator should not dominate all the proceedings and questions should be thrown back

We dont want business as usual approach. Size opportunities whilst anticipating hazards and develop mitigatory measures. Our businesses should be be customer centred.

Good faciltating skills,
Participatory Training skills,
Adult learning skills

Training skills
Presentation techniques

Learnt how to train on resilience

As a government official responsible for MSMEs I should try as much as I can to create MSMEs that are resilient in whatever situation

Being able to simplify the manual and deliver, and also understanding at the end entrepreneurs need action plans, capacitation as a trainer

A trainer must always plan for his/her training session to ensure the correct message is relayed to the trainees. There is also need to use a participatory approach as you will ve dealing with adults

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

Building business resilience is crucial for sustainability of enterprises

MSMEs needs a lot of support and information in order to run their businesses in a more efficient manner

MSMEs need to enable that their business is resilient to any shocks

Importance of formalization and importance of identifying potential risks that could affect our businesses and finding ways to manage those risks

Building MSMEs's resilience

Resilience is key in the development of MSMEs

Link between MSMEs and resilience in ensuring sustainability of enterprises. This ensures achievement of NDS1 goals.

I'm well prepared and groomed to be a good trainer and how to deal with community

What are your key take away messages from this workshop?

What are key take away messages from this workshop?

The need to have a standardised training manual for BCDOs in all Districts The need to be tactical planning before training MSMEs

The workshop was actually a brilliant initiative where the ministry, stakeholders, BCDOs, entrepreneurs and associations met to validate the manual. This enabled a concerted effort to edit the manual.

I was trained on the minimum standards expected to train business management training. Went through the training manual under TOT program. Seven modules were covered. I am now an equipped trainer

Effective training delivery

Very informative on business resilient Business management skills Identifying , business shocks, risks and mitigatory measures. Grasped the concept of talent management

Quality of the workshop

What is your general opinion of the workshop

4.6

Focus and theme of the workshop

4.6

Quality of presentations and materials

4.3

Debate/Interaction

4.3

Results of the meeting

4.6

Relevance to your work

4.5

Logistics (travel, accommodation , etc.)

3.6

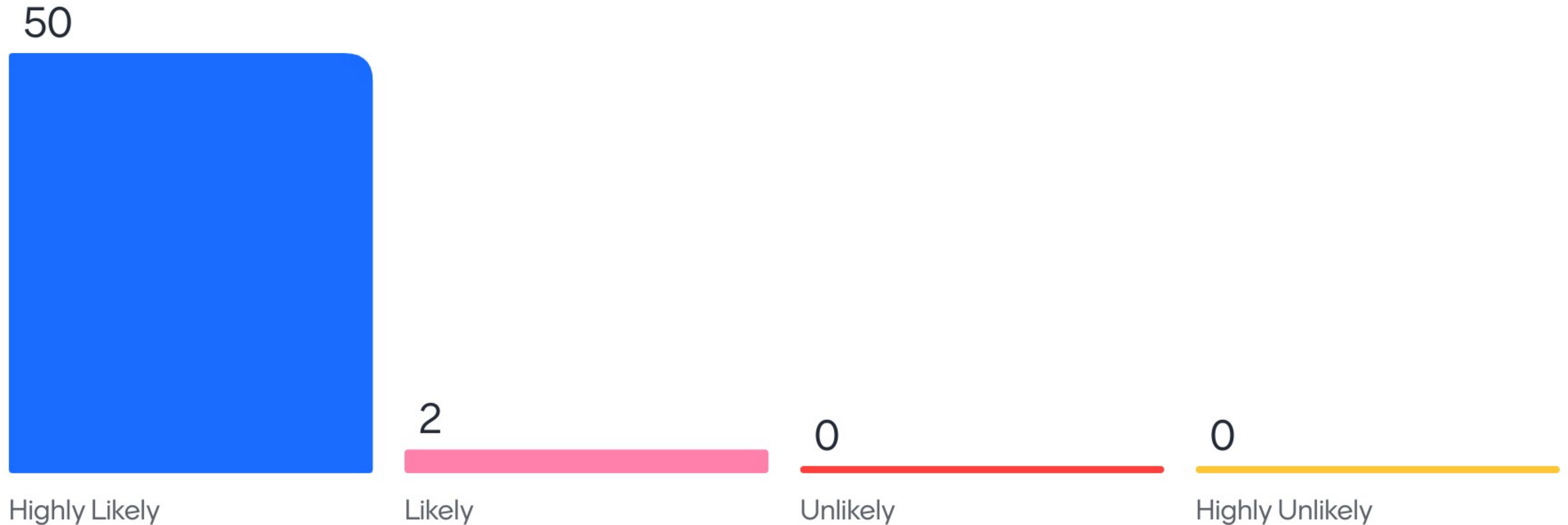
Technical Aspects (sound, video, accessibility, etc.)

4.3

Very unsatisfied

Very satisfied

Will you like to apply knowledge learnt from the workshop?



What are challenges to apply knowledge learnt?

Resources

Content creation
needed more
engagement of officers

Lack of resources

Budget allocation towards
Provincial, District and ward
dessemination

No challenge

Lack of resources may
affect the application of
knowledge

No challenges in applying the
knowledge learnt. However,
there are no resources
including printed copies of
manual, transport, fuel, internet
connectivity, flip charts, mighty
markers and allowances

Limited resources to
undertake trainings

What are challenges to apply knowledge learnt?

Financial resources
limitations

Shortage of resources

Resources to organize
district training
workshop for MSMES

None

Financial constraints

Availability of resources

There is need for
resources to implement
the program

Financial limitations

What are challenges to apply knowledge learnt?

Very little challenges
maybe resources

Lack of resources to
sponsor the workshops

Resources to reach
intended beneficiaries

It needs funding to
cascade information

Shortage of presentation
materials e.g flip charts, makers,
lack of transport support to go
to different places to train
entrepreneurs in my province
and district

Limited financial
resources

Muzamana Munyaradzi
Mash west

Uncertain of funding
support for
implementing concepts
learnt

What are challenges to apply knowledge learnt?

Resources

Material and resources
to reach my clients

Lack of resources

Budget constraint

No challenges

Limited resources to go
to the MSMEs

Lack of resources

Resources Transport
funding

What are challenges to apply knowledge learnt?

Resources

No challenge

Lack of financial
resources to organize
trainings

Monetary shortages
Shortage of tools of
trade to conduct
trainings

Sometimes one needs to
grasp the content first
before they can deliver the
learnt knowledge

Lack of training material in
our districts, transport to get
to some remote areas where
our msmees operate from

Limited financial
resources Lack of tools
of trade

Sometimes limited
resources

What are challenges to apply knowledge learnt?

NA

Limited resources for training material

Lack of resources to reach more trainees

Transport and resources like laptops

Perceptions of the MSMEs towards the training in face of the harsh economic environment which they are operating in.

We don't have resources such as PowerPoint, electricity in the communities, technical challenges affect a lot

There are various challenges which include economic, social and environmental factors

Resources ie t & s, transport, flip charts, markers etc

What are challenges to apply knowledge learnt?

Need financial resources to go into the field to train MSMEs. It covers T&S and training material

Shortage of resources

Lack of financial support

Resources

What are future support needed?

Resources

More trainings and support

Support in paying for workshop to train SMEs

Certification of Trainers

Continuos capacity building

Stationery, fuel and lunches for participants

Financial support

Pay part of allowances in advance to improve welfare during the workshop

What are future support needed?

1. Printed copies of final MSMEs Training Manual 2. Transport in terms of vehicles and fuel 3. Stationery 4. Data for Internet 5. DSA / Financial Allowances for Training of other BCDOs in Districts

Roll out resources

Financial

Resources to organize district and provincial MSMEs needs assessment Training equipment in the form of flip chart holders, projectors laptop. Stationary for use in the district MSMEs training T and S

Funding

Financial Support to hold training workshops

Resources to support training

Financial support to cascade the training to MSMEs

What are future support needed?

Redoured

Resources to support the workshop eg transport to venue of training, food and refreshment, stakeholders from supporting organisations eg zimra

Material

Funds for cascading information

Financial resources and transport

Financial support for trained trainers to implement the trainings at province and district level

Provision of transport to go to areas where Msme are

Financial and Human Resources

What are future support needed?

Material and resources

Financial to enable training

Resources to enable trainings

Financial.support

Financial resources

Transport, training materials, refreshers, refreshments and subsistence allowances

Resources

Funding for training of MSMEs

What are future support needed?

Financial resources for training MSMEs

Enough tools of trade

Financial support to train MSMEs

Monetary support mainly

Resources to cover for more trainings of entrepreneurs

Training materials, travelling allowances

Resources to undertake training programmes

Financial support and more information

What are future support needed?

More refresher courses
for TOT

Financial aid to MSMEs

Financial resources

Laptops and transport

Resources to ensure
trainings are done

Budgeted trainings in
the community to
produce effective results

There will be need for
refresher training
courses

Transportation to training
venues, t&s for officers,
training materials

What are future support needed?

More time to interact with the entrepreneurs and other stakeholders to ensure they know how to use the department's online platform as well as to assist them as well as hear feedback from their experi

Training material and T&S

Resources to cascade the work to officers on the ground as well as MSMES at large

Training material
Financial support

What aspect of the workshop did you find most useful?

Adult training methodologies

Training on building resilience

What Business Resilience is; Business Registration, formalization and compliance issues for MSMEs

Feedback from team and facilitator after presentations

Risk management and training methodology

The training of trainers session

Presentation by groups

Presentations

What aspect of the workshop did you find most useful?

1. Review and Validation of the SMEs Training Manual 2. Sessions on Training of Trainers which were practically done with high demonstrations and engagement

Resilience

Marketing

Facilitation skills The content in the training manual The facilitation approach used

Risk management

Resilience Methodology
Risk management

Risk management
Business resilience
Marketing

Validation and ToT

What aspect of the workshop did you find most useful?

Intractive

Risk assessment Marketing
Effective communication
Characteristics of a resilient
business

Use of group
presentations

The use of participatory
methods.

Risk Management

I personally had prior
knowledge on the different
modules in the manual however
I have learnt a lot on how to
present to participants
especially the different
methods and principles of adult
learning

Muzamana Munyaradzi
Mash west

Methodologies to use
for adult learning

What aspect of the workshop did you find most useful?

Focus on ensuring an
conductive environment
for MSMES

The constructive
criticism

The practical side of
employing the manual
getting feedback

Presentation on
business resilience and
financial management

Interaction of the team

Group work
presentations and all it's
deliverables

Good facilitation skills

Practise training
sessions

What aspect of the workshop did you find most useful?

The training itself was useful

Training on how to carry yourself as a facilitator

Business resilience & risk management

Every aspect as it was educational and very informative filling in some informational gaps

The explanation of the manual itself

Group presentations because we were then corrected on the proper ways in which we shld be conducting trainings. There are other imprtant points of note that we used to take foegranted.

Assessment of training technics being applied by trainees

Discussions and presentations

What aspect of the workshop did you find most useful?

Risk Management

Content of manual

Validation of the manual

Training methods and
approach es

Risk Management

The relevance of the
topics on resilience to
the context of MSMEs

The group presentations
which were done for all the
modules of the training
manual

Training techniques

What aspect of the workshop did you find most useful?

Meeting key stakeholders and interacting with them as well as getting to know their unique challenges and success stories.

A moulded trainer with capacity to train

Detailed training content and delivery strategies

Teh concept of business resilience

Training skills in general planning for training

Any other comments or recommendations?

No

I am very happy with the training session we recommend more trainings

Refresher courses and interactions with and for BDOs across the country.

Consultant to keep on connected with trainees

There is need to cascade the training to other ministry officials.

No

Money should be deposited into our accounts

Funding for cascading training to BCDOs in Districts up to Ward level that is at grassroot

Any other comments or recommendations?

None

The organiser should facilitate partisl payment to participsnts as we are living in hardh cnditions some participsnts might not have money even gor accommodation

The training was effective and needs to be cascaded to other BCDOs Provision of resources for MSMES training

Continuous improvement of the manual to ensure it adresses changes in the Global market palce

Manual should be continuously updated All officers should be trained,

The projet is very significant

Regular refresher courses are necessary

Maybe to use your more time to accommodate aids

Any other comments or recommendations?

Cascade the training to ward level

Need further training

No other comments

The program needs to co-opt every District officers in the dept of SME's

There is need to allocate time and resources to enable implementation at district level

Muzamana Munyaradzi
Mash West

N_A

The typographical mistakes should be corrected before presentation

Any other comments or recommendations?

No

Nil

The training should be cascaded to SMEs as soon as possible

Devolution of funds will promote effective implementation of the responsibilities and duties

More time should be allocated to the workshop for us to master everything with good pace. More time should have been allocated to the group presentations inorder to cover everything in the modules

Need for refresher training session

The trainer/consultant was rather too strict and too firm maybe if she can tone it down a bit

Non

Any other comments or recommendations?

The workshop was really good

More time should be allocated to such trainings so that they are not done hurriedly

The training was exceptional

The training should have been allocated more days to allow proper training of the trainers

Excellent enlightening workshop that will enable me to go boldy and train MSMES in my community. I do however recommend we get travelling allowance in advance as we from far places which are expensive

Recommending that the trainees be given opprtunity to apply the whole module as part of the TOT programme

Quality and standards issues also need to be considered

None

Any other comments or recommendations?

N/A

Need to incorporate retirement planning in the manual

I think it's right to support this training sessions with resources so that it will be possible for the trained officers to fully apply the knowledge

I expect more trainings pertaining SMEs

Allocate more time to the trainings to adequately cover the topics in detail

I personally recommend that more time should be allocated for the training workshop, a week is just not enough for Trainers to thoroughly go through all the modules

More consultations with officers needed before manual compilation

1. There is need for more time to meet and interact while exchanging notes 2. Involving more entrepreneurs in the discussions.

Any other comments or recommendations?

Thank you UN DESA and
the Ministry for
equipping BCDOs

Work shop well organised
But allowances should be
availed in time for
participants to be able to
meet the accomodation
costs

Continued capacity
building workshops for
BCDOs