

AVP HK FOUNDATION LIMITED

**Evaluation on Participants’
Satisfaction to the
“HELP INCREASE THE PEACE”
Workshop held at
Caritas Wong Yiu Nam Centre
Tuen Mun
Hong Kong
1 January to 5 January, 2008**

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Evaluation on Participants' Satisfaction To the Help Increase The Peace Workshop at Caritas Wong Yiu Nam Centre, Hong Kong

Background

AVP (Alternative to Violence Project) has developed a strategy to achieve its aim of reducing conflict based on a series of workshops that are organized in a particular way (Philips, 2002). The main goals of AVP has been summarized as

- 1. To cultivate a climate of affirmation and openness and a sense of the worth of self and others among the participants;*
- 2. To build a community among its participants, one in which mutual trust and sharing is possible;*
- 3. To teach participants how to overcome those communication barriers which are so often at the heart of intolerance and thoughtlessness;*
- 4. To teach some of the basic approaches towards resolving conflicts so that the needs and interests of all conflicting parties can be accommodated.*

(Garver & Reitan, 1995, p. 4)

Method of Evaluating Effectiveness

To evaluate how effective the individual workshops are in achieving these goals, each participant attending a workshop is given an evaluation questionnaire to complete. These feedback questionnaires are distributed at the end of the workshop. Using open-ended and multiple choice questions, the aim is to gauge the level of satisfaction of participants with the workshop, to identify the specific areas in which the participants perceive their abilities to have been enhanced and to what degree, and to highlight those areas where the workshops may not be meeting the objectives. A sample questionnaire is shown in Appendix 1. The questionnaire consists of 11 multiple-choice items and 6 open-question questions.

This report documents the results received from the feedback questionnaires returned by the participants of the Wong Yiu Nam workshop.

The Workshop

Wong Yiu Nam is a detention facility for young male drug offenders.

A Five Day Workshop was conducted at the centre during the period from 1-5 January, 2008. Sixteen participants completed the workshop, the first to be held at the centre.

Five AVPHK volunteer facilitators were joined by the HIPP coordinator from the USA, Ms. Kathryn Liss, to conduct this 5-day workshop.

(A) Multiple-choice Items

Number of participants and response rate

Type of Course	Number of groups held	Number of participants	Number of Feedback Forms collected	Return rate
5 Day Workshop	1	16	16	100

The return rate of questionnaires from the Five Day Workshop was 100%.

Table 1. Enhanced understanding on self

<i>Enhanced Understanding on self</i>			
	Frequency	Percent	Valid Percent
Strongly agree	0	0	0
Agree	14	87.5	87.5
Disagree	2	12.5	12.5
Strongly disagree	0	0	0
Neither Agree nor Disagree	0	0	0
Total	16	100	100
Missing	0		
Total	16	100.0	

A total of 88% of respondents reported HIPP had enhanced their understanding on themselves in the workshop.

Table 2. Enhanced sense of self-worth

<i>Enhanced sense of self-worth</i>			
	Frequency	Percent	Valid Percent
Strongly agree	1	6.3	6.3
Agree	13	81.3	81.3
Disagree	1	6.3	6.3
Strongly disagree	0	0	0
Neither Agree nor Disagree	1	6.3	6.3
Total	16	100	100
Missing	0	0	
Total	16	100.0	

A total of 88% of respondents reported their sense of self-worth had been enhanced after joining HIPP.

Table 3. More awareness of listening in a non-judgmental way

<i>More listening skills</i>			
	Frequency	Percent	Valid Percent
Strongly agree	6	37.5	37.5
Agree	8	50.0	50.0
Disagree	0	0	0
Strongly disagree	0	0	0
Neither Agree nor Disagree	1	6.3	6.3
Total	16	100	100
Missing	0	0	
Total	16	100.0	

A total of 88% of respondents reported that they had more awareness of the importance of listening to others non-judgmentally after joining HIPP.

Table 4. Be more sensitive of one's feeling of anger

<i>Be more sensitive of one's feeling of anger</i>			
	Frequency	Percent	Valid Percent
Strongly agree	0	0	0
Agree	15	93.4	93.4
Disagree	1	6.3	6.3
Strongly disagree	0	0	0
Neither Agree nor Disagree	0	0	0
Total	16	100	100
Missing	0	0	
Total	16	100.0	

A total of 94% of respondents agreed that they were more aware of their own feelings of anger after joining HIPP.

Table 5. More capability of handling one's anger more effectively

<i>More capable of handling anger in a more effective way</i>			
	Frequency	Percent	Valid Percent
Strongly agree	1	6.3	6.3
Agree	14	87.5	87.5
Disagree	1	6.3	6.3
Strongly disagree	0	0	0
Neither Agree nor Disagree	0	0	10.5
Total	16	100	100.0
Missing	0	0	0
Total	16	100.0	

A total of 94% of respondents agreed that they knew more about handling their anger in a more effective way after joining HIPP.

Table 6. Know more about violence

<i>Know more about violence</i>			
	Frequency	Percent	Valid Percent
Strongly agree	2	12.5	12.5
Agree	12	75	75
Disagree	0	0	0
Strongly disagree	1	6.3	6.3
Neither Agree nor Disagree	1	6.3	6.3
Total	16	100.0	100.0
Missing	0	0	
Total	16	100.0	

A total of 88% of respondents agreed that they knew more about violence after joining HIPP.

Table 7. Manage to use new methods to handle conflict

<i>Manage to use new methods to handle conflict</i>			
	Frequency	Percent	Valid Percent
Strongly agree	0	0	0
Agree	12	75.0	75.0
Disagree	2	12.5	12.5
Strongly disagree	1	6.3	6.3
Neither Agree nor Disagree	1	6.3	6.3
Total	16	100	100
Missing	0	0	
Total	16	100.0	

A total of 75% of respondents reported that they could master new methods of handling conflict after joining HIPP.

Table 8. More confident in handling their own conflicts

<i>More confident in handling conflict</i>			
	Frequency	Percent	Valid Percent
Strongly agree	0	0	0
Agree	13	81.3	81.4
Disagree	1	6.3	6.2
Strongly disagree	1	6.3	6.2
Neither Agree nor Disagree	1	6.3	6.2
Total	16	100	100
Missing	0	0	
Total	16	100.0	

A total of 81% of respondents reported that they able to handle their own conflict better after joining HIPP.

Table 9. Manage to express feelings on a non-threatening way

<i>Can manage to express feelings in a non-threatening way</i>			
	Frequency	Percent	Valid Percent
Strongly agree	0	0	0
Agree	13	81.2	81.2
Disagree	2	12.5	12.5
Strongly disagree	1	6.3	6.3
Total	16	100	100
Missing	0	0	
Total	16	100.0	

A total of 81% of respondents agreed that they could express their feelings more effectively to others after joining the HIPP workshop.

Table 10. I will make more effort to promote peace and harmony

<i>Strengthened one's efforts to be against any form of violence</i>			
	Frequency	Percent	Valid Percent
Strongly agree	4	25	25
Agree	10	62.5	62.5
Disagree	1	6.2	6.2
Strongly disagree	0	0	0
Neither Agree nor Disagree	1	6.2	6.2
Total	16	100.0	100.0
Missing	0	0	
Total	16	100.0	

A total of 88% of respondents reported that they were committed to making more efforts to promote peace and harmony.

Table 11. Satisfaction with the Five Day Workshop

<i>Satisfaction with the Basic Workshop</i>			
	Frequency	Percent	Valid Percent
Strongly agree	6	37.5	37.5
Agree	10	62.5	62.5
Disagree	0	0	0
Strongly disagree	0	0	0
Total	16	100.0	100.0
Missing	0	0	
Total	16	100.0	

A total of 100% of the respondents indicated that they were satisfied with the Basic Course.

(B) Open-ended Questions

The first part invited respondents to give their comments on the workshops freely. There were six open-ended questions. As the results are subjective to biased interpretation the complete set of answers to all the questions are listed in the appendixes.

The second part covered in Appendix 3 was “The Little Guy” Evaluation where participants were invited to write their thoughts, feelings and tools they had learnt on Post-It notes and stick them on the ‘little guy” drawing in the appropriate place.

The first question asked respondents “**what they enjoyed most about the workshop and why**”. Among the 16 participants, 16 of them gave comments on this question (100%). (Please refer to Appendix 2 for details of each comments)

The second open-ended question is about “**what they enjoyed least about the HIPP workshop**”. Amongst the 16 respondents, 13 of them gave comments on this question (81%). (Please refer to Appendix 2 for details of each comment)

The third open-ended question is about “**one thing you have learnt in this workshop which you will use in your work and home**” which invited participants to give comments on anything they felt they gained. Amongst the 16 respondents, 16 of them gave comments on this question (100%). (Please refer to Appendix 2 for details of each comment)

The fourth open-ended question invites the participants to give feedback to the team. “**Is there anything you would like to say to the facilitators**”. Amongst the 16 respondents, 15 of them gave comments on this question (94%). (Please refer to Appendix 3 for details of their comments.)

The fifth open-ended question is about “**If a friend asks you what this workshop was about, what will you say to him or her**”. Amongst the 16 respondents, 16 of them gave comments on this question (100%). (Please refer to Appendix 3 for details of their comments.)

The sixth open-ended question is about “**would you like to join future HIPP gatherings**”. Amongst the 16 respondents, 16 of them gave comments on this question (100%). (Please refer to Appendix 3 for details of their comments.)

Conclusions

From the feedback of the respondents of the HIPP workshop, the following conclusions can be reached.

1. The workshop enhanced the leadership and communication skills of the participants,
2. The workshop helped participants see different points of view,
3. The workshop enhanced the sense of self-worth of most of the participants,
4. The workshop strengthened participants' commitment to promote a peaceful and non-violent environment,
5. The workshop has also enhanced the participants' self-understanding ,awareness and sensitivity to controlling anger emotions,
6. The workshop has enhanced the participants ability to deal with conflict in more creative ways,
7. The workshop has provided the participants' with new methods to handle their conflicts and pressure,

END

Appendix 1

6 Questions

謝謝你成為我們的一份子，希望你能享受其中。

Thank you for being part of our HIPP family - we hope you enjoyed yourself.

誠意邀請你的協助完成以下問題(如果你需要多點空間表達你的意見, 請利用白紙書寫)

「助長和平」五天基礎工作坊, 日期: 二零零八年一月一至五日 地點: 明愛黃耀南中心 HIPP 5 Day Workshop 01/01/08-05/01/08 Venue: Caritas Wong Yiu Nam Centre	
你的姓名:	聯絡電話:
Your Name.	Contact #:
1. 這個工作坊你最欣賞的是甚麼及為何? What did you enjoy most about this workshop and why?	
2. 這個基礎工作坊裏, 你較少欣賞的是甚麼及為何? What did you enjoy least about this 5 Day workshop and why?	
3. 請寫下一件你在工作坊內領會的事情, 而你將會應用於你的工作及家庭生活中 Please write down one thing that you learnt during this workshop that you will use in your work and home life.	
4. 你有甚麼說話要向輔助員說嗎? 如有, 請寫下: Is there anything you would like to say to the facilitators? If so, please write it down.	
5. 如果有朋友問你有關這個工作坊, 你會如何告訴他/她? If a friend asks you what this workshop was about, what will you say to him or her?	
6. 你會參加助長和平計劃的聚會嗎? Would you like to join future HIPP gatherings?	

	Strongly agree	Agree	Disagree	Strongly disagree	Neither Agree or Disagree
After taking this course, I feel that: 完成了這個工作坊後，我覺得：	非常同意	同意	不同意	非常不同意	沒有同意或不同意
1. 我更加了解自己。 I understand myself better.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. 我對自己的看法更正面。 I am more positive about myself.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 我更意識到聆聽時要客觀和不加入自己主觀的判斷是很重要的。 I am more aware of the importance of listening non-judgementally to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. 我對於自己的憤怒更易察覺得到。 I am more sensitive about my own feelings of anger.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. 我相信我能夠更有效地處理我的情緒。 I believe I will be capable of handling my emotions in a more effective way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. 我對暴力的認識加深了。 I know more about conflict.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. 我覺得我已經認識到用新的方法去處理矛盾。 I feel I have become aware of new methods to handle conflict.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. 我對自己處理矛盾的能力更有信心。 I am more confident in being able to handle my own conflicts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. 我更有自信我能夠向別人表達我的感受，而不會令別人覺得被威嚇。 I feel more confident that I will be able to express my feelings to others in a non-threatening way.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. 我會努力去推動和平及和諧氣氛。 I will make more effort to promote peace and harmony	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. 我對這個課程感到滿意。 I am satisfied with this course.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 2

Question #1

“What did you enjoy most about this HIPP workshop and why?”

- That I could lead a group.
- 相聚一刻, because we could share different points of view.
- Know myself better and seeing different points of view.
- Facilitators are fair and impartial.
- To lead a group built up confidence.
- Encouraged volunteering.
- Peace, caring and self-confidence. I liked to lead a group as I learned new skills.
- Everyone was patient and co-operative.
- Look at things from different angles; no-one was pushed to do anything they didn't want to.
- Look at things from different angles. Leading a group.
- I can understand more about myself.
- I can lead the group and learn communication skills.
- Strength perspective, empowering, community building.
- Fun games
- A lot of useful things. Control emotion, don't use violence. Very good.
- Glad to know each other and become friends.

Question #2

“What did you enjoy least about this HIPP workshop and why?”

- Lots
- The games, because there wasn't enough actions.
- Some questions in “Concentric Circles”.
- The questions of “Concentric Circles” were too difficult.
- “Farewell” – don't understand its meaning.
- Nothing. Everything was useful.
- Games
- “Concentric Circles”
- None. I think everyone was doing their best.
- Games were boring.
- Concentric circles because I feel bored.
- Time too long...costly to organiser...volunteers and participants.
- Not enough time to express their needs and feelings.

Question #3

“Please write down one thing that you have learnt during this workshop that you will use in your study, work and home life?”

- Communication
- How to deal with conflicts.
- How to increase the peace.
- Think before you act.
- Skills for leading a group are useful for meetings and gatherings.
- Respect and sincerity.
- Choice
- Think twice before you act.
- Control emotions.
- How to solve problems and be calm.
- Communication
- Peaceful mind, communication skills, point of view.
- I can lead a group.
- Discovering and respecting others’ good areas.
- Roleplay.

Question #4

“Is there anything you would like to say to the facilitators?”

- It was quite good.
- The world needs your passion. Hope you will keep up the good work. You have my support.
- Thank you.
- Five days are too long.
- Nil.
- Thank you!
- I hope you can offer more help to us. You have my support.
- Thank you for these 5 day’s new experience.
- It was most fun in the beginning, but the second and third days got a bit boring.
- Thanks for the five days workshop, hope to see you soon.
- Good.
- Thank you very much.
- How ever thank you.
- Very good!
- More empathy.

Question #5.

“If a friend asked you what this workshop was about, what will you tell him?”

- I would say I had fun.
- This workshop will change your views on many things
- It is very special because it teaches how to help yourself with a peaceful mind.
- Useful.
- Can learn many useful things.
- Very good. Useful. Learn to deal with problem with humour and different ways.
- This workshop will change the way you see things.
- Very good.
- Lots of things to learn.
- This is a very meaningful workshop.
- I think this workshop is very interesting. You should try something new.
- This workshop promotes peace.
- Very good. Useful. Learn to deal with problem with humour and different ways.
- Directly tell them the content.
- Very good.
- Peace movement, no violence.

Question #6

“ Would you join a HIPP Club in your school if there was one?”

- Yes if I have time.
- Maybe, if I have time.
- Certainly. Please call me.
- No.
- Yes if I have time.
- No.
- No.
- Yes.
- Yes.
- Maybe.
- Yes if someone calls me.
- OK
- I would like to help organise workshops.
- Yes I would.
- No.
- Yes.

The “Little Guy Evaluation” Post –It Notes

Heart (feelings)

- How to deal with problems
- None
- Learn how not to be impulsive.
- It isn't that difficult to control my emotions
- Co-operation, respect.
- How to deal with problems
- Changed my attitude
- control my emotions
- Appreciate the good things in others.
- There' are ways to deal with conflicts.
- How to deal with problems
- Hatred cannot be overcome by hatred.

Thinking (thoughts)

- Try to understand other people's point of view
- Happy but a bit boring
- Happy. Learned and reflected.
- Happy
- How to react in a conflict situation.
- Happy
- Good
- Happy
- How to deal with conflicts
- Happy
- None
- Happy
- Don't let the feeling hijack the thinking
- So happy

Skills (tools)

- How to deal with conflicts
- Be patient
- A team must respect and care for each other with sincerity.
- How to listen
- None
- Be humorous and surprise others
- How to deal with conflicts
- How to listen
- Energy transference
- How to deal with conflicts
- How to deal with conflicts
- Patience
- Use surprise and humour
- I-messages. Be creative



**Graduation of the Five Day Workshop held at Caritas Wong Yiu Nam Centre
5 January, 2008**