

## Annex 7: Government Graduate Internships Evaluation Report2015

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# GOVERNMENT GRADUATE INTERNSHIP PROGRAM REVIEW

## Introduction

The Government Graduate Internship Program (GGIP) was initiated by the Australian funded Public Sector Capacity Development Program (PSCDP) in partnership with Timor-Leste's Civil Service Commission (CSC) in 2010. The program was designed to support the re-integration of Australia Awards graduates, after completion of their studies on return to Timor-Leste, with the first graduate commencing their internship in 2012. The internship aims to provide an opportunity for Australia Awards graduates to contribute to the development of Timor-Leste by working in line ministries, introducing new ideas and supporting the government to deliver services to its citizens. The 12 month program also provides interns with opportunities to gain work experience and explore possible future careers within Timor-Leste's Civil Service.

The objective of this Program Review is to evaluate the performance of the GGIP both in terms of its ability to contribute to Australia Awards Timor-Leste (AATL) end-of-program outcomes, as well as to assess the GGIP mechanism operationally (outputs). Both outcomes and outputs were assessed through a case study approach, targeted at current and previous interns. Previous interns include those who have completed the program and those who have resigned early. The approach assessed interns' employment status, evaluated the effectiveness of AATL's processes and strategies as well as the satisfaction levels of all interns.

As described below, the review found that overall, for a range of reasons, GGIP is not achieving its intended outcomes in a way which constitutes reasonable value for money. Chiefly, the activity is supply rather than demand lead and this is leading to intern placements which are not always the right fit for both the agency and the intern.

## Overall Recommendations

Unless AATL is able to commit further staff and financial resources to the internship program (including extending beyond the Civil Service), and the CSC is able to commit further staff resources for appropriate placement and induction monitoring, then a continued investment in GGIP beyond December 2016 may not offer the best value for money, in the aim to assist newly returning graduates to secure employment appropriate to their skills and career objectives.

## Background

In 2012, the PSCDP in close collaboration with CSC commenced the GGIP, and offered newly returned Australia Awards graduates with a 12 month internship program at government agencies in Timor-Leste. Following the cessation of PSCDP, GGIP was incorporated into the Australia Awards and New Zealand Development Scholarships Program<sup>1</sup> in Timor-Leste in 2013. The first GGIP program assessment was conducted in August 2013<sup>2</sup>, and found that GGIP provided an opportunity for

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<sup>1</sup> Australia Awards and New Zealand Development Scholarships in Timor-Leste is the predecessor program to Australia Awards Timor-Leste.

<sup>2</sup> Australia Awards and New Zealand Development Scholarships in Timor-Leste, Final M&E Report, February 2014

Australia Awards and NZDS alumni to make an important contribution to the development of Timor-Leste through internships in Government agencies, it also recommended the expansion of the program to the private/NGO sector.

The current Australia Awards Timor-Leste program (AATL) commenced management of the GGIP in July 2014 – at that time GGIP had been included in the AATL design as a broader GIP (Graduate Internship Program) to include the private/NGO sector, however a decision was taken to retain GGIP with its current civil service focus due to a restricted budget within Australia’s development program in Timor-Leste and a corresponding scale back program aspirations.

AATL’s M&E Plan (October 2014) describes GGIP as supporting the AATL ‘end of program’ outcome “Timorese women and men supported by the (Australia Awards Scholarships) program are applying their knowledge and skills in the workplace”<sup>3</sup>. This document further defined the case study approach to monitoring GGIP, and established a performance of indicator for GGIP as:

*Percentage (%) of Australia Awards Scholarships GIP interns Long-term positions in public and private sector*<sup>4</sup>

Due to the continuance of GGIP and not GIP, this program review will be reported against the above indicator and outcome statements with reference to public sector outcomes only, however the issue of other sectoral opportunities may be addressed through recommendations from this review.

## Implementation and progress to date

From January 2012 to October 2015, there have been 18 interns (9 females and 9 males) participating in the GGIP. From these, 13 interns have completed their undergraduate and five postgraduate studies in Australia. None of the current and previous interns identified themselves as living with a disability.

Table 1 provides a complete list of GGIP interns disaggregated by year of intake, level of study, gender and the status of their internships.

**Table 1: GGIP Intern demographics by commencement year**

Year of Intake	Level of Study		Gender		Status		
	Undergraduate	Postgraduate	F	M	completed	resigned early	currently an intern
2012	4		2	2	2	2	
2013	3	5	1	7	6	2	
2014	2	-	2	-	-	2	
2015	4		4	-	-	1	3

Of the 18, eight interns have successfully completed their 12 months internship program at selected ministries. Seven resigned early as they had found new employment in the private sector. Another three female interns commenced this year and are expected to complete the program in 2016. At the time of writing three newly returned Scholarship graduates have applications pending with the CSC.

Placements for internships have occurred within a number of line ministries, including: Ministry of Tourism, Commerce and Industry, Dili National Hospital, Ministry of State Administrations and

<sup>3</sup> AATL M&E Plan (August 2014), p 9.

<sup>4</sup> AATL M&E plan, M&E Framework (August 2014), Annex 2, Indicator 2.1.10

Territorial Management, Ministry of Foreign Affairs and Cooperation, Secretary of State for Employment Policy and Vocational Training, Ministry of Transport and Communications, Ministry of Finance, Ministry of Education, Office of the President of Timor-Leste, Civil Service Commission, and Secretary of State for Gender Equality.

## Methodology

The review has adopted a case study approach, focusing on the evaluation of the qualitative data gathered through a structured interview process. Questionnaires were designed to explore: the interns' reason to participate; their expectations of the GGIP; their initial impression of their workplace when starting and after completing the program. The questionnaire also gathered information on skills developed, key learning outcomes and interns' level of satisfaction with AATL's support throughout the internship. There were minimal differences in the survey questionnaires for those who completed their 12 month internships, against those who are current interns (see Annex 1 and Annex 2).

AATL's Public Relations & Reporting Manager deployed these questionnaires between July and October 2015 as part of an interview process with 16 interns<sup>5</sup>. The interviewer requested all participants to sign an Authorisation Letter prior to commence the interview (see Annex 3).

The 13 Interviews conducted were face to face, and three were completed via emails as the respondents now live overseas. Of those interviewed, seven completed their internships, six resigned early and three are current interns. The data from each interview was then captured into a set of comprehensive interview notes that were analysed for key findings and recommendations.

## Key Findings

The following details the main findings of the survey:

### Internship Completion Rate

From 16 interns interviewed, only five (5) interns (1 female and 4 males) successfully completed their 12 months internships program at their selected line ministries. Of these, three interns (19%) are currently employed as public servants, having successfully applied for vacancies within Timor-Leste's Civil Service after completing their 12 months internships program.

Another two completed interns (12%) moved to the private sector as there was no program mechanism (automatic entry) agreed between AATL and CSC to maintain interns within the line ministries.

Additionally, two male interns (12%) while part-way through their internship were directly appointed by their line ministries (Ministry of Finance and SEPFOPE) on Advisers contracts. It is difficult to make direct attribution as to the reason behind each Ministry's decision, except to say that these two individuals were valued by senior ministerial staff who have decision making authority. At the time of receiving the offer of an Adviser contract, at least one of the interns was actively looking for higher paying work. Both were dissatisfied with the internship remuneration.

The above seven mentioned interns were placed in a unit/department at line ministries which related to their field of study. They cited that these placements provides them with the opportunity to apply

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<sup>5</sup> Please note: 16 (89%) of the 18 interns agreed to participate in the survey

their knowledge and skills gained from Australian universities and strongly recommended the program to newly returned Australia graduates, who are seeking future career opportunities at government institutions. The five remaining in the civil service are currently working under fixed-term contracts (a one-year contract with a possibility of extension depending on the availability of budget). For more information, please see Table 1, below.

**Table 1: Current Employment Status of Respondents**

<b>Year of Intake</b>	<b>Field of Study</b>	<b>Agency Placed</b>	<b>Current Employment Status</b>	<b>Level of Employment</b>
2012	Bachelor of Tourism	Ministry of Tourism, Commerce and Industry	Completed internship program and found new employment in private sector	Officer Level
	Bachelor of Medical Science	Ministry of Health, Dili National Hospital	Completed internship program and now employed as full time public servants. Currently attending specialist training in PNG	Trainee Surgeon
	Bachelor of Human Resource Management	Ministry of State Administration and Territorial Management (MSATM)	Resigned early as found new employment with private sector.	Coordinator Level
	Bachelor of Business and Management	MSATM	Resigned early.	Unemployed
2013	Master of International Relations	Office of the President of Timor-Leste, External Relations Department	Completed internship program and now employed as a public servant at Ministry of Foreign Affairs and Trade	Junior Professional Officer
	Bachelor of Information Technology	Ministry of Education, IT Department	Completed internship program and found new employment in private sector	Officer Level
	Master of Telecommunications Engineering	Ministry of Transport and Telecommunications, Office of the Vice-Minister	Completed internship program and now employed as a public servant	Executive Director
	Master of Business (Finance)	Ministry of Finance, Petroleum Fund unit	While attended the program, he was appointed as a Ministry's staff (fixed-term contract)	Assistant to the Petroleum Fund Analyst
	Master of Education	SEPFOPE, INDMO	While attended the program, he was	National Advisor

			appointed as Ministry's staff (fixed-term contract)	
	Postgraduate Diploma of Public Administration	MSATM	Resigned early. Currently working at Department of Foreign Affairs and Trade (DFAT)	Officer Level
	Bachelor of International Development	Ministry of Foreign Affairs and Trade	Resigned early as found new employment with Ministry of Education	Currently undertaking her Master degree in Japan
2014	Bachelor of Business (Tourism & Hospitality)	Ministry of Tourism, Commerce and Industry	Resigned early within one week time	Unemployed (taking family responsibility)
2015	Bachelor of Communication in Public Relations	Office of the President of Timor-Leste	Resigned early. Joined G7+ office	Officer Level
	Bachelor of Applied Science (Physiotherapy)	Ministry of Health, Dili National Hospital	Still currently an intern and expected to complete her internship in 2016	Professional Officer
	Bachelor of Communication (Media Studies)	Ministry of Education, Media and Communications Department	Still currently an intern and expected to complete her internship in 2016	Officer Level
	Bachelor of Commerce	SEPFOPE, INDMO	Still currently an intern and expected to complete in 2016	Officer Level

## Chapter 1 Key recommendations:

The program could be expanded into private sector and/or civil society organisations so that prospective interns have more options to choose for their placements (demand rather than supply driven recruitment).

### Internship Resignations

Nine respondents (57%) cited that unemployment on return from Australia was a key motivation in deciding to apply for an internship. This means that a large number of graduates appear to be using the program as a 'stop gap' measure to secure income while they seek work that they deem more suitable.

Six interns (38%); four females and two males resigned from the program in their first few months, five of whom found new positions (fixed-term contract) in the private sector, donor organisations and international NGOs. The main reason cited was the low stipend offered by the program, which does not compare favourably to comparable remuneration rates in the public sector. GGIP interns earn a stipend of USD 374 per month for those with a Bachelor degree, and USD 510 for those with a Master's degree. However it is important to note the complete incentive packages includes health insurance, a monthly communication allowance of USD 50 and a laptop which they keep on completion of the 12 month program.

#### Box 1: Interviewees Quotes

*"I would suggest to AATL to increase GGIP's monthly allowances not only based on interns' level of study but also previous work experiences. This is also one of the reasons why I decided to terminate my contract early as at that time, I was expecting more."*

*"The job I was given was not the one I was expected to do, I was just writing and making conclusions of the incoming mails with English, after drafting a brief description, attach it with the main letter and send it to the department I was working for".*

Additionally, respondents cited a lack of clarity around their agreed terms of references as they were often assigned administrative and secretariat tasks. One female intern was not satisfied with her internship experience and terminated the contract within two weeks of commencement, due to the lack of clarity about her role and responsibilities, and she felt isolated from her colleagues within workplace.

#### Box 2: Interviewee Quote

*"Honestly, I did not learn new skills. I was placed in five different departments during my first week.... That is why I decided to resign from the program. I felt a lot of contradictions, challenges in terms of individual and working environment".*

## Chapter 2 Key recommendations:

AATL and the CSC could invest more time at the front end to ensure a placement is a suitable and appropriate fit for both the line ministry and the graduate"

- Placements at line ministries should be based on a real identified human resource needs within the ministry and their buy-in to induct and supervise potential interns (demand rather than supply driven recruitment).
- Consider interns' academic background and/or field of study; taking into account their knowledge and technical expertise.
- More time invested in developing the proposed position's terms of references (ToR) and ensuring the internship is in line with the agreed ToR.
- Closer monitoring of the first twelve weeks of the internship with a minimum of two meetings between intern and their supervisor, CSC and AATL to assess progress.

Consideration given to increasing the monthly remuneration, potentially based on the graduate's level of study completed, previous work experience and technical expertise.

- AATL could use the Ministry of Finance's salary scale for its Junior Professional Officer Program as a starting point (Bachelor holder USD 600 and USD 810 for a Master).
- Ministries' and the CSC could be encouraged to 'top up' salary or offer other incentives after the first six months.

## Perception of Current Interns

Three female interns currently undertaking their internships and are expected to complete in the first and second half of 2016. One at Dili National Hospital as a Physiotherapist, one in the Ministry of Education in a Media and Communications role, and another intern joined INDMO, SEPFOPE. The first two interns noted that so far, they were satisfied with their placement programs as they were placed in the department where they intended to work.



The latter intern, however, was dissatisfied with the program as she preferred to be placed in a department which related to her field of study. Clearly the process of placement has failed here. More time should have been invested to ensure the intern was appropriately placed. Unemployment on return from Australia was one of the reasons the intern accepted a placement which was not an appropriate fit to her skills and aspirations. Box 3 below maps the chronology of placement, whereby SEPFOPE provided a TOR in line with expected duties.

*Box 3: Mapping of placement process for current SEPFOPE intern*

Date of scholarship completion: July 7, 2015  
Degree Attained: Bachelor of Commerce (Management)  
Date of GGIP application to CSC: July 30, 2015  
Preferred agencies on application:  
Ministry of Commerce, Industry and Environment.  
SEPFOPE – National Institute for Labour Force Development (INDMO).  
Office of the President of Timor-Leste  
Original Terms of Reference supplied by SEPFOPE as follows:  
Learn to develop plan in consultation with Media and Communication to identify issues and work towards these issues.  
Learn to provide strategic direction supports to the Department of Media and Registration and Accreditation.  
Learn to provide English Language Assistant to the Department of Registration and Accreditation including Media and Communication when required.  
Learn to support National Director and National Advisor in the provision of related to Media and Communication and Registration and Accreditation Department.  
Date of commencement of internship: September 1, 2015  
Intern is an Australia Development Scholarship recipients from 2012 Intake, completed a Bachelor of Commerce majoring in Management in July 7, 2015. She heard about GGIP through 2014 Monitoring Visit conducted by AATL Scholarship Manager. As a fresh graduate with zero experience, she believed that GGIP might be a good opportunity for her to apply knowledge and skills gained from Australia university. Upon returned home, she then approached the AATL office. According to Expression of Interest document, she preferred to be placed at Ministry of Commerce, and SEPFOPE as her second options. However, application to Ministry of Commerce (through CSC office) took some time for the respective Ministry to respond. SEPFOPE was quick in responding to AATL's request due to assistance provided by previous intern (an alumni who is currently working as a National Adviser).

Evidence from early program departures and current interns show that in some circumstances, while some interns are not always undertaking the duties agreed to via their Terms of Reference others are, understandably placing priority on job security. Further some line ministries are not investing resources in induction and supervision.

## Chapter 3 Key recommendations:

The opportunity exists for AATL and CSC to establish a more robust partnership to monitor intern's progress and to manage issues before they lead to resignations. AATL should meet with interns and their supervisors on a regular basis, especially in the first six months to discuss their progress and issues and facilitate resolution where necessary.



## Participant Aspirations and Perceived Benefits of GGIP

Seven completed interns cited that their initial impressions when starting at the line ministries has not changed throughout the program as they were aware of Timor-Leste's state institutions function. They also noted that the most significant benefits from their GGIP experience was a better career pathway in a government institution, as well as being exposed to senior government officials, and obtaining an important position such as a policy maker or decision maker in government institutions.

### Box 4: Interviewees quotes

***"GGIP provides interns with the opportunities to be exposed, introduced and known by senior government officials and other professional networks."***

*"The program introduce graduates to senior government officials such as Ministers, Vice Ministers and facilitate interns in accessing certain career opportunities within a Government institution".*

*"Through GGIP, it becomes easier for the graduates to be involved in a Government institution and gain a certain important position such as decision maker in a Government institution".*

## Participants' key skills developed

All completed interns commented that the program helped them to improve their knowledge, skills and areas that they hoped to develop under their internships program. It offered them an opportunity to exercise their knowledge and skills gained from the universities.

***"During University years I was introduced to Open Source operating system such Unix and Linux. I heard that few line ministries utilises this system including Ministry of Education. Thus, the internship program helped me further understand and developed my knowledge and skills of open sources software and implemented in the workplace."***

*"The skills I hoped to be improved were marketing, management, leadership, and teamwork skills. During internship, the key skills mentioned here were improved and developed more. Apart from that, I was able to learn more about the Government including the way they works, systems and procedures."*

*"At that time, I would like to improve my skills in the area of public diplomacy because one of my biggest dream is to become a diplomat in the future. During my internship program, I had a chance to exercise my knowledge and skills in the Department of External Relations, Office of the President RDTL. I also attended a series of protocol and public policy training both in Philippine and Singapore."*

## Interns' learning outcomes

Of the seven, five completed interns also remarked that for them a key learning outcomes was not only broaden their professional and social network but also enriched their knowledge and skills related to their field of studies.

### Box 6: quotes from Interviewees

***"My key learning outcomes was that the program broaden my knowledge and skills particularly in the public diplomacy area".***

“Good professional and social networks with senior Government officials and high profile members, and it was a fantastic opportunity with ANC of Timor-Leste”.

“It enriched my knowledge, skills and experiences and helped me established both professional and social networks with the members of the Government.”

## Participant Dissatisfaction

Those departing the program early and one current intern are generally dissatisfied with their GGIP experience. The primary areas of dissatisfaction was the low stipend offered by the program and lack of clarity about agreed Terms of References.

On the other hand, although dissatisfied with their experience, six incomplete interns (38%) observed that GGIP helped broaden their professional and social networks and developed their knowledge and skills in the areas of communication, leadership, good governance and public management.

### Box 7: quotes from Interviewees

“At that time, I was placed in the Ministry of State Administration and Territorial Management which was the perfect institution for me to work for and apply all my knowledge and skills and learn a new skills in the areas of good governance and public management”.

“If I continued the program, I would increase and widening my leadership skill by interact with senior government officials and show them that I am a capable person”.

“One of the good aspects from this program was my participation on Certificate IV Training and Assessment organised by GRM International in 2012”.

## Interns’ Satisfaction with AATL Management

The rating system in this survey use to assessed interns’ level of satisfaction of AATL support received whilst on internship. It ranked from 1 to 5 (very poor to very good).

Table 2: GGIP Interns’ Level of Satisfaction Rate

Level of study	Gender		Rating 1 – 5 (very poor to very good)				
	F	M	1	2	3	4	5
Undergraduate	8	3	-	-	4	3	4
Postgraduate	-	5	-	-	1	2	2

Generally, all interns indicated that they were satisfied with AATL’s support and services whilst on internships. These candidates’ experience was both positive and rewarding and seven of them would recommend GGIP to be introduced not only to newly returned Australia graduates but also to alumni who have been in the country for more than two years.

### Box 7: quotes from Interviewees

“I strongly recommend to our newly returned Australia graduates and alumni to participate in the GGIP program as it is a pathway to explore a long-term career with government ministry”.

“I would definitely recommend GGIP to fresh graduates as it is a stepping stone for those who would like to pursue career in public services”.

However, ideas for improved service delivery from AATL include the following suggestions:

- There should be an ongoing mentoring and coaching to those undertaking the program (current interns) particularly fresh graduates with zero experience as the challenges is sometimes discouraging particularly from family and working environment.
- Increased awareness of the program through promotional strategies which could include social media tools (Facebook and Twitter), and profiling interns' success story to be published through local newspapers and websites.

## Chapter 4 Key recommendations:

(As per Key Findings, Chapter 2) AATL should monitor closely those who still an intern with a minimum of two meetings between intern and their supervisor, CSC and AATL to assess progress.

AATL could broaden the GGIP promotional strategy to include social media, and the annual monitoring visits to Australia.

## Conclusion and Recommendations

GGIP has managed a reasonable number of 18 interns over its four year duration, although outcomes seem to be muted at best. Only five interns of the 16 remain employed as public servant as follows:

1. Executive Director for National Authority for Communications
2. Ministry of Foreign Affairs and Trade who is preparing for a role as a Junior Diplomat
3. Trainee Surgeon (currently undertaking specialist training in Papua New Guinea)
4. National Adviser for SEPFOPE and,
5. Assistant to the Petroleum Fund Analyst.

A lack of employment opportunity on return to Timor-Leste appears to be the primary motivator for many internship applicants. Retention in the program is hampered by lower comparable stipends, a lack of clarity about intern's roles and responsibilities, as well as no automatic entry point upon completion of the internships as the primary reasons given for early exit.

While many of these issues can be addressed, the usefulness of an automatic entry point must be questioned as a reasonable motivation or value proposition for an internship program. Employment security in a government bureaucracy is not necessarily the outcome sought, unless this is concurrent with a civil service reform and development agenda. Similarly an internship program is an opportunity for an organisation to assess the 'fit' of the intern for their culture and human resource needs. Some interns have achieved civil service employment, which is proof in some instances skills and capacities of individual interns are valued by senior managers and organisations.

## Summary of Key and Overall Recommendation

### Overall Recommendation:

Unless AATL is able to commit further staff and financial resource to the internship program (including extending beyond the Civil Service), and the CSC is able to commit further staff resources for appropriate placement and induction monitoring, then continued investment in GGIP beyond December 2016 may not offer the best value for money to assist newly returning graduates to secure employment appropriate to their skills and career objectives.

### Key Recommendation

**Recommendation 1**      *The program could be expanded into private sector and/or civil society organisations so that prospective interns have more options to choose for their placements (demand rather than supply driven recruitment).*

**Recommendation 2**      *AATL and the CSC could invest more time at the front end to ensure a placement was an appropriate fit for both the line ministry and the graduate:*

- Placements at line ministries should be based on a real identified human resource need within the ministry and their buy-in to induct and supervise potential interns (demand rather than supply driven recruitment).
- Consider interns' academic background and/or field of study; taking into account their knowledge and technical expertise.
- More time invested in developing the proposed position's terms of references (ToR) and ensuring the internship is in line with the agreed ToR.
- Closer monitoring of the first twelve weeks of the internship with a minimum of two meetings between intern and their supervisor, CSC and AATL to assess progress.

**Recommendation 3**      *The monthly remuneration could be reassessed and be based on the graduate's level of study completed, previous work experience and technical expertise.*

- AATL could use the Ministry of Finance's salary scale for its Junior Professional Officer Program as a starting point (Bachelor holder USD 600 and USD 810 for a Master).
- Ministries' and the CSC could be encouraged to 'top up' salary or offer other incentives after the first six months.

**Recommendation 4**      *A two phase internship program with an opt-out clause at the six months, may better suit the needs on both the supply and demand side.*

This approach accepts that some interns will be actively seeking better paid and more secure employment almost immediately.

**Recommendation 5**      *AATL could broaden the GGIP promotional strategy to include social media, and the annual monitoring visits to Australia.*

## Annex 1: GGIP Completed Internship Survey Questionnaires

### GGIP Completed Internship Survey

As part of the ongoing monitoring activity of the AATL, it is necessary to evaluate the performance of the GGIP both in terms of its ability to contribute to AATL end-of-program outcomes, as well as to assess the GGIP mechanism operationally.

To assess this a case study approach is being deployed to survey all current GGIP interns as well as those who have completed the program. These case-studies will also collect information to evaluate the effectiveness of processes used by the AATL and the satisfaction levels of all interns so as to recalibrate activities if required.

Your participation in this case-study is appreciated!

Please note that all personal information will be treated confidentially

Date:

#### Question 1: Personal Details

Name:

Mobile Phone:

Email:

Gender:                      Female ☐                      Male ☐

Current

Address:

#### Question 2: Particulars of Study (Australia Awards)

2.1 Where in Australia did you study?

2.2 Which Course did you study?

2.3 When did you complete your studies?

Question 3: GGIP Placement

3.1 In which Line Ministries were you placed as part of your GGIP Internship?

3.2 What was your role in the Line Ministry (title)?

3.3 When did you start?

3.4 When did you complete/end your internship?

3.5 Please tell us why you decided to take up a GGIP position?

Question 4: What were your initial impressions when starting at the Line Ministry?

Question 5: Did your impressions change through your internship? Please explain

Question 6: Please tell me specifically which skills areas you hoped to develop or improve under your internship?

Question 7: How have you skills improved or developed as a result of your internship?

Question 8: What have you learnt by doing your GGIP internship?

Question 9: How has the GGIP experience changed your views about your future career?

Question 10: How can the GGIP be improved in terms of increasing access and participation from returning alumni?

Question 11: Please rate your level of satisfaction of AATL support received whilst on internship (very poor, poor, satisfactory, good, very good)? Please explain?

Question 12: Please comment on how the laptop and 3g modem provided helped you as part of your internship?

Question 13: Current Employment

Where are you currently working?



What is your role?

When did you start?

Is this position in the public or private sector?

What is the nature of employment (Short –term, Long-term or Part-time)?

Question 14: From your experience what have been the benefits of GGIP participation?

Question 15: What have you achieved after completing the GGIP?

Question 16: Would you recommend the GGIP to others?

Why and why not,

Question 17: What is the most important change you have noticed as a result of the GGIP?

Thank you for completing this survey.

## Annex 2: GGIP Current-Intern Survey Questionnaires

### GGIP Current-Intern Survey

As part of the ongoing monitoring activity of the AATL, it is necessary to evaluate the performance of the GGIP both in terms of its ability to contribute to AATL end-of-program outcomes, as well as to assess the GGIP mechanism operationally.

To assess this a case study approach is being deployed to survey all current GGIP interns as well as those who have completed the program. These case-studies will also collect information to evaluate the effectiveness of processes used by the AATL and the satisfaction levels of all interns so as to recalibrate activities if required.

Your participation in this case-study is appreciated!

Please note that all personal information will be treated confidentially

Date:

#### Question 1: Personal Details

Name:

Mobile Phone:

Email:

Gender:                      Female ☐                      Male ☐

Current Address:

#### Question 2: Particular of Study (Australia Awards)

2.1 Where in Australia did you study?

2.2 Which Course did you study?

2.3 What year did you complete?

Question 3: GGIP Placement

3.1 Where are you currently placed in the GGIP (line ministry)?

3.2 What is your role (title)?

3.3 When did you start this role?

3.4 When will you complete this assignment?

3.5 Please tell us why you decided to take up a GGIP position?

Question 4: What were your initial impressions when starting with the Line Ministry?

Question 5: Have your impressions of the Line Ministry changed since? Please explain

Question 6: Please explain specifically which skills areas you hope to develop or improve under your internship?

Question 7: How have you skills improved or developed since starting you internship?

Question 8: What have you learnt, so far, by doing your GGIP internship?

Question 9: How has the GGIP experience changed your views about your future career?

Question 10: How can the GGIP be improved in terms of increasing access and participation from returning alumni?

Question 11: Please rate your level of satisfaction of AATL support received whilst on internship (very poor, poor, satisfactory, good, very good)? Please explain?

Question 12: Please comment on how the laptop and 3G modem provided have helped you as part of your internship?

Thank you for completing this survey.

## Annex 3: Authorisation Letter

Government Graduate Internship Program Review

The Australia Awards Public Relations & Reporting Manager, Elvis Tinoco, is interviewing both on-going interns and those who have completed the internship program at line ministries under the support of an Australia Awards Timor-Leste.

The GGIP Review, to evaluate the performance of the GGIP both in terms of its ability to contribute to AATL end-of-program outcomes, as well as to assess the GGIP mechanism operationally.

The information gathered will be analysed and then reported in general terms only in a case study as part of monitoring and evaluating the Australia Awards in Timor-Leste.

Individual responses will be kept confidential unless the respondent gives permission for their details (including their photograph, if relevant) to be used as an alumni profile to showcase their achievements and promoting the GGIP to other newly graduates.

#### Acknowledgement

I, (print name) .....

Having participate and/or completed internship program with the support of an Australia Awards, understand:

the purpose of the interview with the PR and Reporting Manager from the

Australia Awards Office;

how the information I provide will be used;

that I may withdraw from the interview at any time; and

that the information I provide will be reported in general terms only, and I will not be personally identified unless I give express permission for my name (and photograph, if relevant) to be used.

Signature .....

Date .....