

PEMPAL IACoP PLENARY MEETING FEEDBACK Survey

On December 2-4, 2014, the PEMPAL IACOP met in Bucharest, Romania.

After the event, the on-line survey in three languages was created. The aim of the survey was to receive event feedback.

Link to the survey – <https://www.surveymonkey.com/r/FZBCP2P>

The survey started to collect responses on January 22 and finished on January 28, 2015.

Invitations to take part in the survey were sent to all participants (59) of the plenary.

33 persons responded to the survey. In this report, we analyze all 33 responses. For further calculation, we take this quantity as 100%.

All these responses will be included in the general Feedback Event Database.

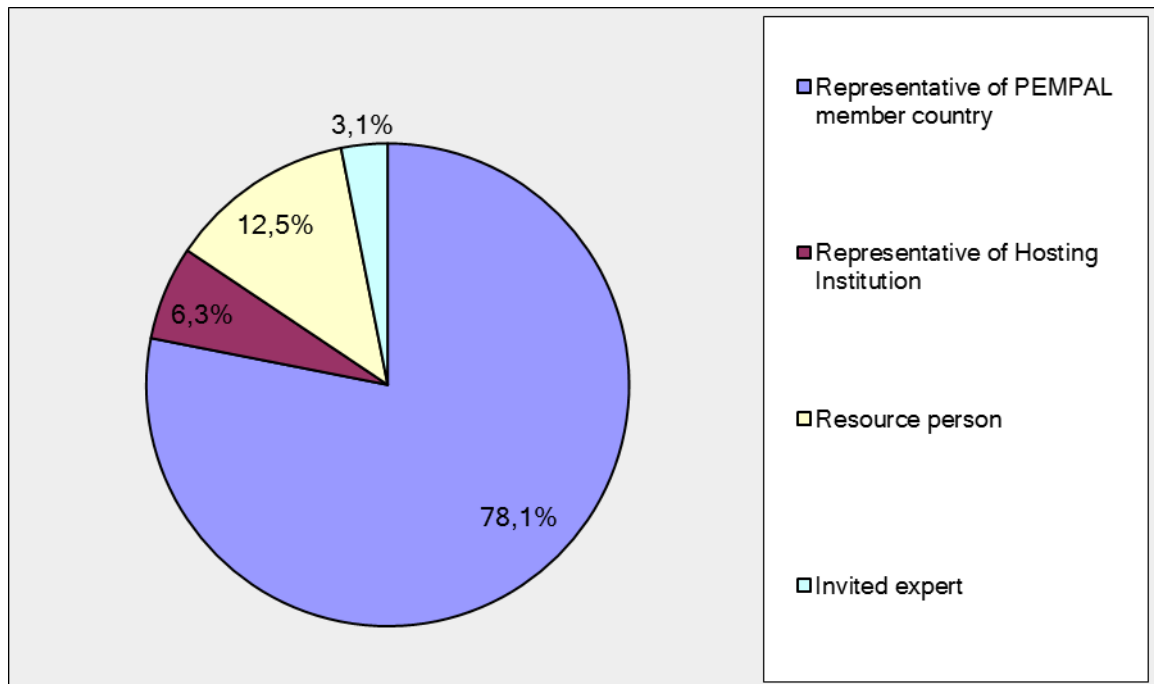
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are total 23 questions in it.

ABOUT THE RESPONDENT

Q1 You are...

32 (100%) respondents gave answers.

Answer options	Response Percent	Response Count
Representative of PEMPAL member country	78,1%	25
Representative of Hosting Institution	6,3%	2
Resource person	12,5%	4
Invited speaker	3,1%	1



Q2. Was this your first participation in a PEMPAL event?

33 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Yes	18,2%	6
No	81,8%	27

Q3. How many PEMPAL events have you attended before?

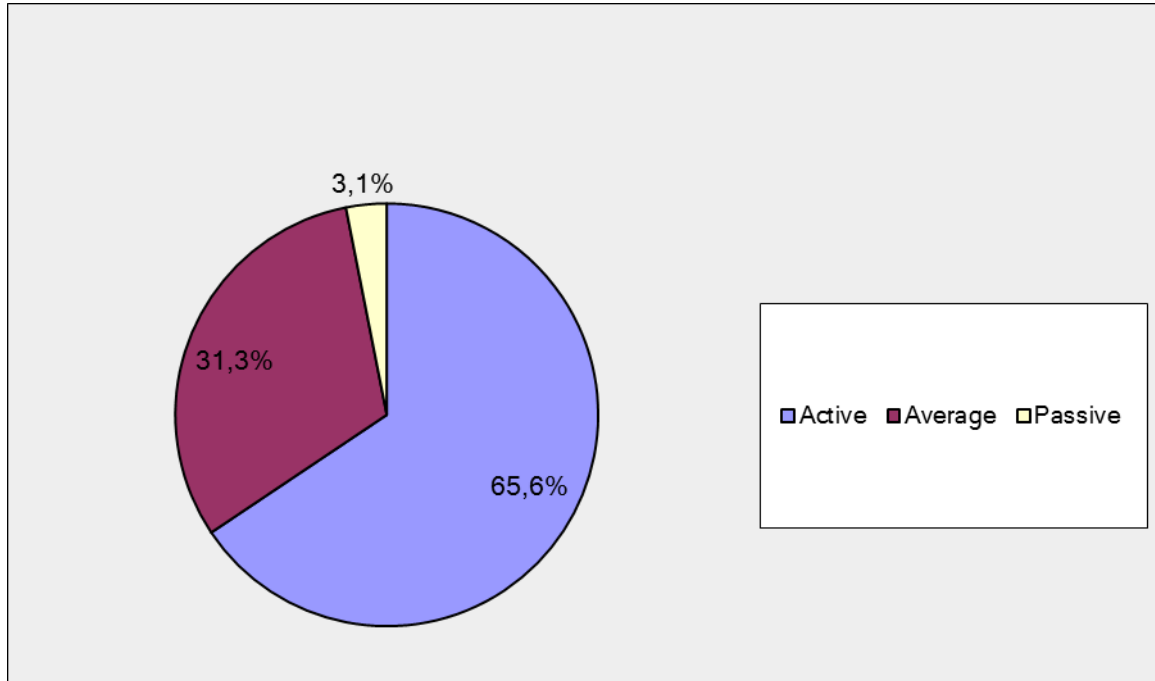
27 respondents answered this question. The question was seen only by those respondents who chose "No" in the previous question.

1-2	3-4	5-6	more than 6	Response Count
6	2	6	13	27

PART I EVENT DELIVERY

Q4. How do you rate your participation in this event?

32 (970%) answers were given. 21 (65.6%) respondents think that their participation in the event was 'Active'. 10 (31.3%) respondents think that their participation was 'Average'. And one person chose the option "Passive".



Q5. How do you rate the duration of meeting?

31 respondents (94%) answered this question. And most of them rated the meeting duration in a positive way.

Answer Options	Too short	About right	Too long	Response Count
	3	<u>27</u>	1	31

Q6. How much do you agree with the following statements about the participants of the event?

31 respondents (94%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The level of the event was appropriate for a person with my experience and knowledge	0	0	1	8	<u>22</u>	31	<u>4,7</u>
b) I learned from the experience of other participants in the event	0	0	2	6	<u>23</u>	31	<u>4,7</u>
c) Participants had about equal level of prior expertise relevant to the event topics	0	<u>3</u>	10	<u>13</u>	5	31	<u>3,7</u>
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	1	7	<u>23</u>	31	<u>4,7</u>

Q7. How much do you agree with the following statements about the content design of the event?

31 responses (94%) were received.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The event agenda was properly planned	0	0	3	9	<u>19</u>	31	4,5
b) The content of the event was properly prepared	0	0	1	7	<u>23</u>	31	<u>4,7</u>
c) The event addressed issues important to my work	0	0	1	6	<u>24</u>	31	<u>4,7</u>
d) The event covered a right number of topics for the amount of time available	0	<u>1</u>	4	9	<u>17</u>	31	4,4
e) Presentations made during the event were relevant and useful	0	0	0	9	<u>22</u>	31	<u>4,7</u>
f) Enough time was reserved for questions to speakers	0	<u>3</u>	2	8	<u>18</u>	31	<u>4,3</u>
g) The topics for the group discussions were relevant	0	<u>1</u>	1	6	<u>23</u>	31	4,6
h) Enough time was reserved for group discussions	0	<u>3</u>	1	11	<u>16</u>	31	<u>4,3</u>

6 comments were left: Here and after parts of the comments with criticism are underlined.

1. *The event largely met my expectations.*
2. *The event agenda and content were prepared by professionals. Presentations were very useful for me. Thank you*

3. Not enough time was allocated for questions and answers and discussions with the experts and other participants.
4. *Since best learning effects are achieved through discussions and exchange, I believe it is vital to account for more time for discussions immediately after each topic has been presented.*
5. Yes, enough time was reserved, but maybe because of time constraints, the discussions should be more focused and each participant should be invited to talk, not only the constant "talkers"
6. *Intensive work throughout the duration of the event*
7. A bit too much time focused on game plays (social activists, etc.). We should not forget about the main purpose of the event which is sharing and learning..

Q8. How much do you agree with the following statements about the outcomes of the event?

30 responses (91%) were received.

Event objective has been achieved:	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) Collective decision on priorities of future activities of IACOP was made	0	<u>1</u>	<u>1</u>	7	<u>21</u>	30	4,6
b) Participants got better understanding of internal control, including audit function, and IA reforms in the ECA region and beyond	0	0	0	8	<u>22</u>	30	<u>4,7</u>
c) Elaborate key messages for stakeholders of IACOP	0	0	<u>2</u>	8	<u>20</u>	30	4,6
d) Encourage use of IACOP knowledge products and knowledge accumulated in wikispace	0	0	<u>3</u>	5	<u>22</u>	30	4,6

2 informative comments were left:

1. *Everything was for an better understanding of internal control, including audit function and IA reforms in the ECA region.*
2. I am not quite comfortable in the Wiki-space environment...

PART 2 EVENT ADMINISTRATION

Q9. Please rate the quality of the organization and administration of the event:

Answered question – 30 (91%). Most of the ratings are very high.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	0	1	4	<u>25</u>	30	<u>4,8</u>
Quality of administration	0	0	1	6	<u>23</u>	30	<u>4,7</u>

There were left 5 informative comments.

1. *It is likely we have informed about future event 2-3 months beforehand/ We need to prepare documents for a visa support. TCOP has a very high level of organization comparing in IACOP*
2. *Everything was great*
3. *The quality of organization was very good.*
4. *Secretariat did a great job*
5. *Excellent organization, quick responses to all verbal communication and addressing obstacles and issues on the go*

Q102. Did you receive agenda and event information in sufficient time before the event for them to be useful?

30 (910%) answers were given. And most of responses (28 – 93.3%) were “Yes”. Only 2 respondents (6.7%) did not receive agenda and event information in sufficient time.

Q11. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

30 (91%) answers were given. And most of responses (28 – 93.3%) were “Yes”. Only 2 respondents (6.7%) did not receive agenda and event information in sufficient time.

Q12. Are you satisfied with the quality of simultaneous interpretation provided during the event?

Q13. Are you satisfied with the quality of written translation of event materials?

29 responses were given (87.9%) to Q12 and 30 (91%) – to Q13.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
simultaneous interpretation	0	<u>1</u>	0	5	<u>23</u>	29	4,7
written translation	0	0	1	6	<u>23</u>	30	4,7

There were left 4 comments to Q12 and 3 to Q13. Most of them are positive.

1. *I'm very happy with the job made by interpreters. They helped me a lot during event.*
2. *Due to the fact that quite a large number of participants comes from Bosnian-Croatian-Serbian language speaking region and the Russian speaking one, I suggest that BSC-Russian interpreters are hired to minimize the lags in interpretation occurring in the process of relay interpretation from BCS to English and then English to Russian and vice versa.*
3. *Quality of interpretation was really very high!*
4. *Serbian (BCS) interpretation at a high professional level, the interpreters know the terminology well; difficulties in picking up relay interpretation from Russian to English.*

Q13

1. *Some materials according to presentation slides had no translation into Russian*
2. *During the event a proposal was made to standardize the glossary of terms used in communication, which may be one of the topics for the next event..*

The materials were translated in a timely manner

PART 3 OVERALL IMPRESSION

Q14. Did the event disappoint, meet, or exceed your expectations?

There are 29 (87.9%) answered question. No one was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	72,4%	21
Exceed	27,6%	8

Q15. What did you like most about the event?

20 comments were left.

3 persons mentioned that “ *Everything for me was OK.*”

Experts were liked by 5 persons: For example: “*I liked that a lot of experts were involved in sharing opinions.*” And “*The opportunity of involving experienced experts more frequently and actively...*”

Organization and resource personnel were mentioned three times.

Hosting country’s representatives were mention twice. For example: “*...active participation of host country representatives*”.

All other comments are about **experience exchange, useful contacts, interesting presentations** and other aspects of the meeting: For example:

1. *Possibility to learn other country experience on IA and it implementation in my country*
2. *World Café discussion*
3. *... Active participation by delegates..., intelligent questions and responses supported a good learning experience, good balance between conference and social activities, good comaraderie amongst participants*
4. *... opportunities to ask questions and time allocated for discussions.*
5. *presentations on audit committees*
6. *Selection of topics ...*
7. *Internal auditors colleagues face similar problems and respond in similar manners*
8. *different topics from the countries*
9. *To have the chance to know colleagues from other countries and discuss the topics.*

Q16. What did you not like most about the event?

16 informative comments were left. 8 of them is comment like “*Nothing not to like.*”. There are 8 comments about elements which were not like by participants.

1. *I did not like that there were no debates, especially when we are covering FMC and audit committee topics.*
2. *table discussions*
3. *Unnecessary waste of time to analysis of event, quality of materials, etc. (social groups, activist groups)*
4. *Large number of activities and topics relative to the time available and relatively short time for discussion..*
5. *I think the theoretical presentations should be accompanied by practical examples*
6. *some topics which is repeat during the training*
7. *It was not enough time. 3 days is too less.*
8. *Not all participants have the same motivation..*

Q17. Do you plan to brief your colleagues on this event?

30 responses were given (91%) and all of them are “Yes”.

Q18. How do you plan to brief your colleagues?

28 responses were given (84.8%)

Answer Options	Response Percent	Response Count
Share materials	<u>71,4%</u>	<u>20</u>
Make a presentation	32,1%	9
Prepare a back-to-office report	64,3%	18

5 comments were left:

1. *We commented materials in term of our unit.*
2. *We always share the key information on topics and conclusions from IACOP events in joint meetings with our colleagues, and in doing so we pay particular attention to those topics which are most relevant in our country. I copy and disseminate to the colleagues all the materials we get in IACOP events.*
3. *In my everyday work I refer to the best practice solutions learned in IACOP.*
4. *I already distribute the materials and discussed with colleagues*
5. *Share info when appropriate.*

Q19. How much do you agree with the following statement?

28 respondents (84.8%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
I will be able to apply the knowledge acquired at this event to my work	0	0	0	8	<u>20</u>	28	4,7

Q20. How can you apply the acquired knowledge?

18 comments were left.

1. *for guiding audit units*
2. *Use in my daily work, also by the change (improvement) of existing national regulations and documents.*
3. *Methodological documents on internal audit developed by the working groups will be used for development of similar instruments in the country, as well as the positive aspects of Romanian (and other countries') system functioning will be implemented in our system*
4. *Handbooks and Rulebooks developed in IACOP events should be implemented in our countries. Clearly some elements of these documents should further be tailored and customized to specificities of our respective environments. Experiences learned from other countries should be taken into consideration and, if appropriate, implement in our own environment.*
5. *Adapt local policies and guiding documents to incorporate good practices learnt*
6. *I use the forms for internal current assessment of quality of internal audit.*
7. *Implementation of practices on development and work of Audit Committees, carrying out assessments of quality of internal audit,..*
8. *Step by step*
9. *Practically in my everyday work*
10. *i will look at the presentations about particular topics*
11. *As a basis to prepare changes for legislation in the area of CHU and sharing good practice examples of other member countries; in organization of seminars and trainings of internal auditors in my home country.*
12. *It's seems to me that giving general answer is wrong. Each case will have its own individual approach.*
13. *To incorporate it in our best practice experience*
14. *by the presentation*
15. *By implementation of ready-made solutions, use of already developed tools, promoting achievements and results, harmonizing and advancing of the existing solutions, requiring of the foreign experts to provide consultancy services at the same level of quality demonstrated by PEMPAL IACOP experts*
16. *During the preparing of an inspection.*
17. *By embedding the acquired knowledge into appropriate legislation and internal acts; in the process of preparing lectures on specific topics and during training delivery; in everyday work, should any questions or dilemmas from the areas discussed in PEMPAL events, arise.*
18. *More focused support.*

Q21. Overall, my satisfaction with the event was...

Answered question – 3022 (91%). There were no negative answers. And most of the respondents (77.2%) considered themselves as ‘satisfied’.

1 not satisfied	2	3	4	5 satisfied	Response Count	Average rating
0	0	0	8	<u>22</u>	30	4,7

RECOMMENDATIONS FOR THE FUTURE

22. Do you have any suggestions to improve the content, approach and other aspects of such events in future?

13 comments were left and 9 of them consist suggestions.

- 1. It is desirable to hold such events at least quarterly and at least 4 times a year and with the larger number of participants from each country: 2 main (at the expense of PEMPAL budget) + 3 additional participants from the country- IACOP Member (at the expense of the organization)*
- 2. Allow more time for world cafe sessions. It is an excellent concept.*
- 3. Establishing work groups for improvement of content and approach.*
- 4. It is very important to allot more time for discussions and ensure longer duration of the IACOP events to be able to cover all the proposed topics (3 to 4 days of work). In preparation for the event provide information about the structure of state administration in the host country and the position of internal audit in it.*
- 5. In general, all is at a high level. You can increase the number of topics for discussion.*
- 6. To present a specific concept/method/technique how it operates in the participants countries*
- 7. More examples of practice, case studies could be usefull for me.*
- 8. It is necessary to invite more experts in this field and handouts materials should be more meaningful*
- 9. Invite two participants per country: the head of the CHU and one head of internal audit.*

Q23. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?

6 informative comments were left.

- 1. Knowledge products to be printed and distributed in PEMPAL countries*
- 2. It would be useful to prepare Instructions for internal audit cooperation with Budget Inspection.*
- 3. Guidebook on implementation of internal financial controls. Guidebook on internal audit of internal financial controls.*
- 4. Continue cooperation with the countries which are not members of the Community of Practice in order to adopt a broader field of vision in relation to internal audit work in different governmental systems. One of the good examples is the participation of representatives of South African Republic.*
- 5. Comparative research of impacts of tools used in the environment.*
- 6. Establishment of audit committees in a pragmatic and non political way..*