

## **PEM PAL IACOP Thematic Meetings in Bishkek Feedback Survey**

On June 10-12, 2015, PEMPAL Internal Audit COP organized thematic meetings in Bishkek, Kyrgyz Republic.

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://ru.surveymonkey.com/r/DYCXQQR>

The survey started to collect responses on June 19 and finished on June, 25, 2015.

Invitations to take part in the survey were sent to all participants (55) of the event.

28 responses were received. 27 respondents completed their answers. In this report, we analyze all 28 responses. For further calculation, we take this quantity as 100%.

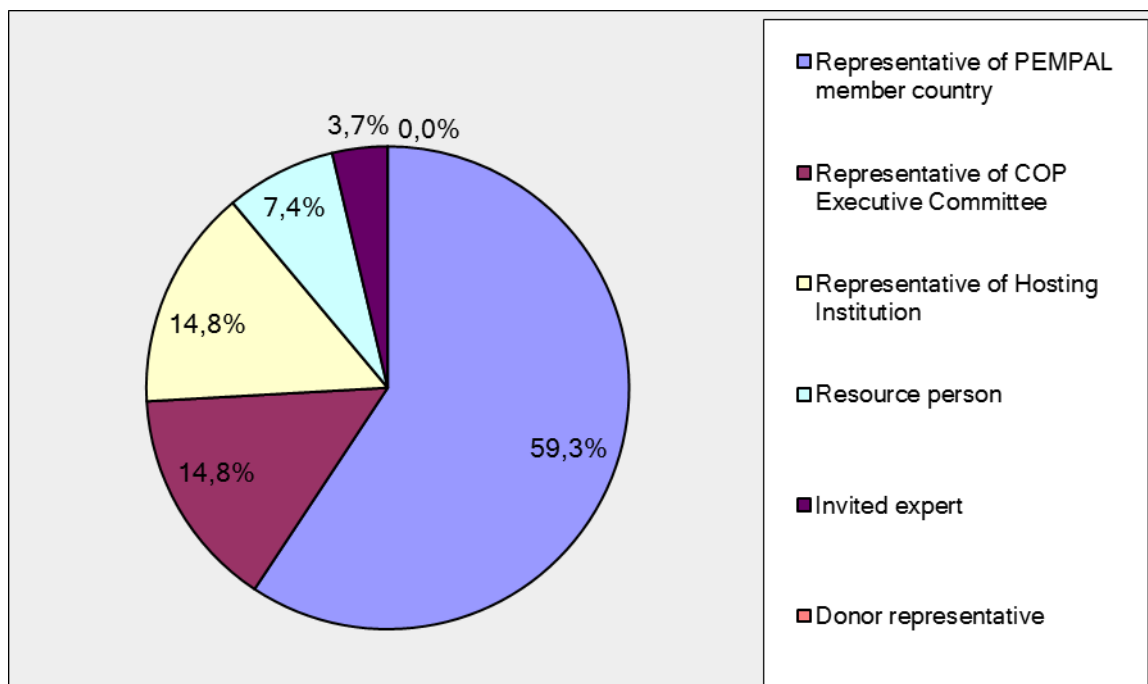
All these responses will be included in the general Feedback Event Database.

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..

27 (96.4%) respondents gave answers. 16 respondents (59.3%) were Representatives of PEMPAL member country, 4 (14.8%) Representative of COP Executive Committee, 4 (14.8%) Representative of Hosting Institutions, 2 (7.4%) Resource Persons and 1 respondent (16.7%) – Invited expert.



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

27 respondents (96.4%) answered this question.

Answer Options	Response Percent	Response Count
Yes	18,5%	5
No	<b>81,5%</b>	<b>22</b>

### Q3. How many PEMPAL events have you attended before?

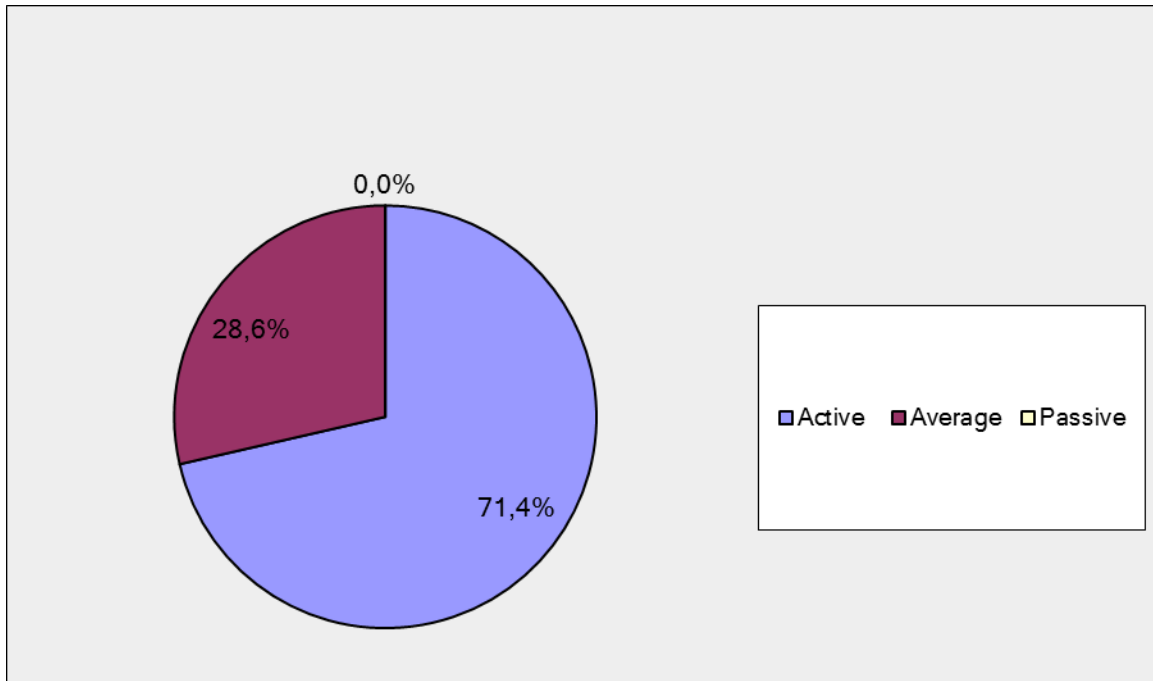
This question was seen only by those respondents who chose “No” in the previous question. 23 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
4	5	2	<b>12</b>	23

## ***PART I EVENT DELIVERY***

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

28 (100%) answers were given. 20 (71.4%) respondents think that their participation in the event was 'Active'. 8 (28.6%) respondents think that their participation was 'Average'. And no one chooses the option "Passive".



### **Q5. How do you rate the event duration overall?**

28 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	17,9%	5
About right	<b>78,6%</b>	<b>22</b>
Too long	3,6%	1

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

28 respondents (100%) 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	0	10	<b>18</b>	28	<b>4,6</b>
b) I learned from the experience of other participants in the event	0	0	2	7	<b>19</b>	28	<b>4,6</b>
c) Participants had about equal level of prior expertise relevant to the event topics	<b>1</b>	<b>4</b>	4	<b>10</b>	9	28	<b>3,8</b>
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	3	7	<b>18</b>	28	4,5

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

28 responses (100%) 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	1	4	<u>23</u>	28	<u>4,8</u>
b) The content of the event was properly prepared	0	0	1	5	<u>22</u>	28	<u>4,8</u>
c) The event addressed issues important to my work	0	0	2	8	<u>18</u>	28	<u>4,6</u>
d) The event covered a right number of topics for the amount of time available	0	0	3	9	<u>16</u>	28	4,5
e) Presentations made during the event were relevant and useful	0	<u>1</u>	1	5	<u>21</u>	28	4,6
f) Enough time was reserved for group discussions	0	<u>3</u>	2	8	<u>14</u>	27	<u>4,2</u>

6 comments were left:

1. *Due to the fact that almost all countries are at different stages of development of IA, FMC and CHU etc. systems, then I consider it necessary to give us more time for questions to the speakers and for discussions.*
2. *Financial Management and Control is the topic that should be further addressed in the future. We should move ahead from a conceptual framework to the practical implementation. Formally, almost all member countries have already developed a legal framework and adopted standards. The question is how the system works in practice..*
3. *There was not enough time for discussion with experts in the field of financial management and control*
4. *The event agenda was properly planned and presentations made during events were relevant and very useful.*
5. *It is desirable to have more time for questions and answers during the World Cafe.*
6. *It takes more time for discussion after questioning.*

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

28 responses (100%) were received.

<b>Event objective has been achieved:</b>	<b>1 strongly disagree</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 Strongly agree</b>	<b>Response Count</b>	<b>Average</b>
a) Solid understanding of FMC and its implementation challenged in ECA region and beyond	0	0	<b>3</b>	9	<b>16</b>	28	4,5
b) Strong awareness on the knowledge created by IACOP on the T&C good practice models for country application	0	0	<b>1</b>	8	<b>19</b>	28	4,6
c) Clear understanding of the CHU roles and challenges to be managed in practice	0	0	0	7	<b>21</b>	28	<b>4,8</b>
d) Enhancement in effectiveness of PIFC reforms in Kyrgyz Republic	0	0	<b>2</b>	12	<b>14</b>	28	<b>4,4</b>

No comment was left:

## ***PART 2 EVENT ADMINISTRATION***

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

Answered question – 28 (100%).

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	<u>1</u>	0	7	<u>19</u>	27	4.6
Quality of administration	0	0	0	1	<u>27</u>	28	<u>5.0</u>

5 comments were left:

- 1. As the host representative I corresponded a lot with Mrs. Tamara Simic and I want to note that it is so easy and pleasant to work with her, she is efficient, has tact and sense of duty. In short, she is a professional. Big thanks to her again.*
- 2. Everything was Ok.*
- 3. "PEGASUS" airline was a bad choice..*
- 4. The accommodation (hotel) was away from the city and opportunities to get to know the host country were limited.*
- 5. As for the event, the accommodation away from the city has some advantages, but it does not provide many opportunities to learn about the host country (Bishkek).*

### **Q10. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

28 (100%) answers were given. And 100% of responses (28) were “Yes”.

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

27 (96.4%) answers were given. And 100% of them are a response “Yes”.

### **Q12. Are you satisfied with the quality of simultaneous interpretation provided during the event? Q13. Are you satisfied with the quality of event materials?**

28 responses were given (100%) to both questions.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
interpretation	0	0	0	8	<u>20</u>	28	<u>4,71</u>
written translation	0	0	<u>1</u>	7	<u>20</u>	28	4,68

There were 2 comment to Q12 and no comments - to Q13.

*Q12*

- 1. Interpreters are of very high class, I want to wish them a good health and further success in their work.*
- 2. There was a delay with the translation from Russian*

## PART 3 OVERALL IMPRESSION

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

There are 28 (100%) answered question. No one was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<b>85,7%</b>	<b>24</b>
Exceed	14,3%	4

### **Q15. What did you like most about the event?**

19 comments were left.

1. *Participants involvement , presentations by experts/*
2. *Organization, unity of participants. All those who presented had a great desire to work and share experiences.*
3. *Organization, the contents of reports and debates, social program*
4. *Work sessions*
5. *I appreciated very much the team work. It was very nice to work in such environment. Everything was perfectly managed. I was pleasantly surprised with politeness and modesty of our host..*
6. *All organizational aspects meet my expectations.*
7. *Friendliness of all the participants and members of the community. Empathy and willingness to share all the knowledge. Professionalism, the exchange of information (sometimes completely new information) - especially I want to thank the representative of South Africa who shared with us specific features for their country. Excellent organization of the meeting.*
8. *I liked everything.*
9. *Group discussions helps better develop a theme*
10. *The topic, presentations and experience exchange*
11. *We had fruitful discussions even between the formal sessions*
12. *World Cafe, and information exchange in informal situations*
13. *An opportunity to propose solutions for PIFC issues to the host country*
14. *I liked the fact that we tabgled various topics - important for our countries, and not limited only to one topic.*
15. *Discussions with the expert on FMC*
16. *" Enthusiasm and hospitality of our hosts (Zamira and her colleagues); new directions have been introduced for the future activities."*
17. *I liked the executive committee and lecturers, their professionalism*
18. *Networking.*
19. *World caffe, giving the possibility to discuss with all experts.*

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

13 comments were left. 5 of them are comments like “*I liked everything.*” It means that there is 8 informative comment:

1. *Number of associated working groups (detectives, agenda activists, critical friends, the social report) with a small number of working days - work in groups distracted participants from the semantic context of the workshop itself.*
2. *Trip was too long*
3. *Our airline company was a poor choice*
4. *The hotel was far away from the city; we did not have an opportunity to get to know the country*
5. *I did not like the personell from the hotel, who couldn't solve any problem, or solved them very slowly. (such as internet connection, TV, etc)*
6. *We were too far away from the city (Bishkek)..*
7. *"Social event finished too late. Visiting a supermarket is not so interesting."*
8. *More time for free discussion is nenaissary to allocate.*

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

280 responses were given (100%) and all of them are “Yes”.

### **Q18. How do you plan to brief your colleagues?**

27 responses were given (96.4%)

Answer Options	Response Percent	Response Count
Share materials	<b>70,4%</b>	<b>19</b>
Make a presentation	37,0%	10
Prepare a back-to-office report	<b>70,4%</b>	<b>19</b>

4 informative comments were left:

1. *IA materials were sent to the internal audit department, were placed on the inner booth, we are planning to organize technical staff training, a report about the trip was sent to my bosses.*
2. *In addition, I will tell all my colleagues about all heard at the meeting, share my opinions, try to listen to their opinions, in a word, we will discuss the meeting results.*
3. *At the regular weekly meeting.*
4. *When the occasion arises..*



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

28 respondents (100%) 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	4	10	14	28	4,4

**Q20. How can you apply the acquired knowledge?**

17 comments were left.

1. *In the preparation of legal acts, implementation of the functional tasks*
2. *I made contacts with other countries through PEMPAL, are now I am able to learn more about their development in a particular area through correspondence.*
3. *At the coordination of documents authorized by the Government Internal Audit during the transition of state financial control to public audit, when developing our guidance documents, including documents on creating a system of public auditor certification and training.*
4. *In Hungary we are working on new guideline of FMC - so we will use the knowledge and shared experience in that.*
5. *Update the framework*
6. *I shall contact colleagues from the countries that have already adopted national FMC and internal audit standards, and get more information from them. According to my opinion, standards are very important; they provide the framework and should be published in the official gazette of the country.*
7. *Will I be able to apply them in the field of internal financial control*
8. *in practice*
9. *The acquired knowledge I will apply during implementation of audit missions.*
10. *In the development and adoption of the Law*
11. *Workshops on FMC and IA can be organized for all budget users in the system of the Central Harmonization Unit*
12. *Recommendations and the knowledge gained will be used in the implementation of a certification system and improving functioning of CHU*
13. *I shall present examples and solutions reached during the workshop to the practitioners in my country*
14. *In trainings and in our day-to-day activities, such as communicating more with State Chancellery in order to improve our FMC reform, etc.*
15. *We can apply it for improving our PIFC Strategy that is being drafted and for the Rulebook for Handling Irregularities.*
16. *Knowing how to assist people.*
17. *Strengthening the financial management and control system.*

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

Answered question – 28 (100%). Most of the respondents (64,3%) considered themselves as ‘highly satisfied’.

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average rating
0	0	0	10	18	28	4,6

## **RECOMMENDATIONS FOR THE FUTURE**

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

11 comments were left and 7 of them consist suggestions.

- 1. For the effective exchange of information and networking I propose to create groups according to the level of system development (IA, FMC, PIFC, CHU, and others.) in participating countries to ensure that newcomers know in which group they would be able to obtain the necessary and relevant information. For example: Group 1 - Advanced level of development. Group 2 - Developing level. Group 3 - level at the stage of formation.*
- 2. One of our future events should be devoted to FMC and internal audit standards, because there is no uniform approach to this issue. Things still hang in the air. Some countries apply COSO framework issued for the private sector, others apply INTOSAI guidelines, whereas some have adopted their national standards (when it comes to the accounting standards – a country wishing to introduce the standards makes a formal decision first and then follows several steps: purchasing a license from the International Standards Board, translating international standards to the national language and publishing them in the official gazette. Given that international standards are subject to continuous change, the country should keep up and regularly publish the amendments and interpretation of new standards.*
- 3. More examples of good practice and bad practice should be introduced.*
- 4. It was a very good mix of CHU and FMC themes. We should continue with the same concept. Thematic working groups and study tours should be organized to enable insight into the most developed systems.*
- 5. I would propose to organize future events in countries from Europe and Russia, because of logistics.*
- 6. I suggest that the info letter should also contain information about the political and administrative system of the host country.*
- 7. Less presentations, more expert sharing at world café.*

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

10 informative comments were left.

- 1. Visits of experts*
- 2. As a result of the creation of groups (mentioned above), to organize study tours, first to a country from the group, later to countries with more developed system.*
- 3. The experience of countries introduced public auditor certification, online testing program of their knowledge, the introduction of risk management, reveal issues of audit risks essence, RMS in the planning of audits and conduct direct auditing, audit sampling, ie practical aspects of the audit*
- 4. Until today, we do not have any guidance on internal audit for practical application in KG. Could you please translate into Russian Guidelines for Internal Audit of the Republic of Bulgaria and send it to Mrs. Omorova to adapt it for use in our country.*
- 5. More about practical implementation of the FMC and IA standards*
- 6. More study visits (2-3 groups of several countries to countries with a more developed system of PIFC))*
- 7. Comparative analysis of PIFC systems in member countries, with similar level of development, including challenges and proposed solutions*
- 8. External quality assessment guide.*

9. *Shared services, e.g. certification, quality reviews.*
10. *It would be good to have more practical examples of good practicec in implementing FMC and internal audit missions*