

## **PEM PAL TIRANA IACoP WG MEETING FEEDBACK Survey**

On January 28-30, 2013 PEM PAL IACOP Working Groups met in Tirana, Albania to work on the Risk Assessment.

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 – <http://www.surveymonkey.com/s/YVNFPN2>

The survey started to collect responses on February 5 and finished on February 26, 2013.

Invitations to take part in the survey were sent to all participants of the workshop.

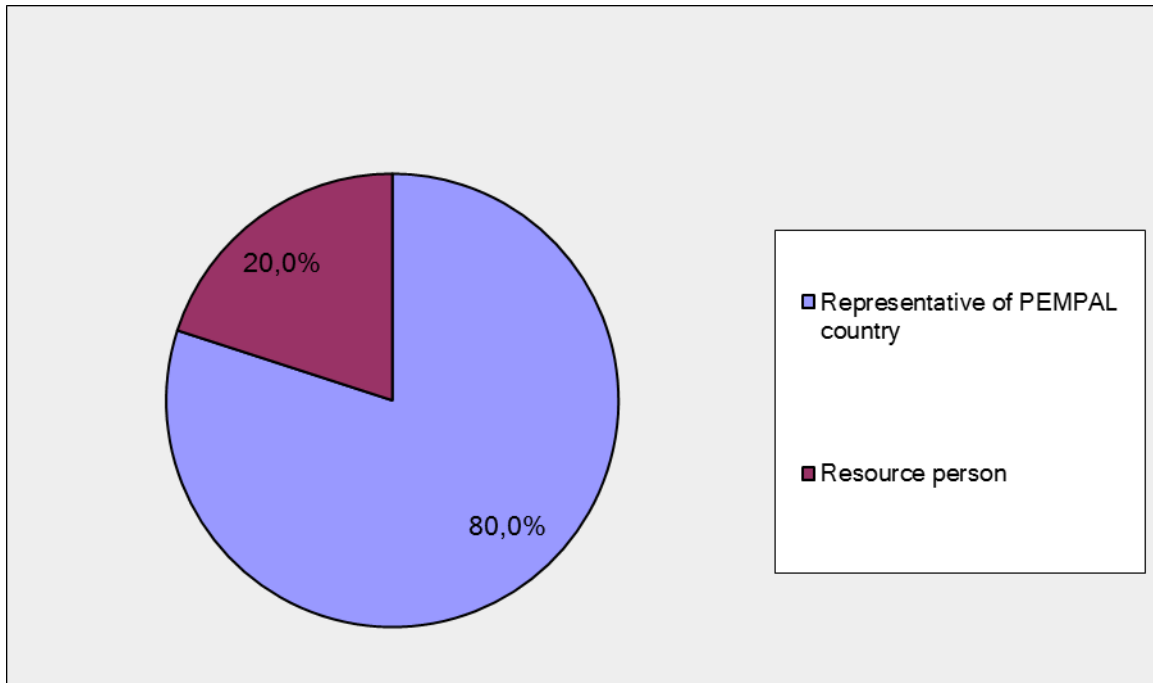
39 persons started to response to the survey. 31 (79.5% of started) responses were fully completed. In this report, we analyze 37 most full responses. For further calculation, we take this quantity as 100%.

The questionnaire comprises four parts: Information, Event Delivery, Event Administration, and Overall Impression. There are total 16 questions in it.

## INFORMATION

### **Q1 You are...**

35 (94.5%) respondents gave answers. Among them: 28 representatives of PEMPAL member country and 7 Resource persons.



### **Q2. Was this your first participation in PEMPAL WG meeting?**

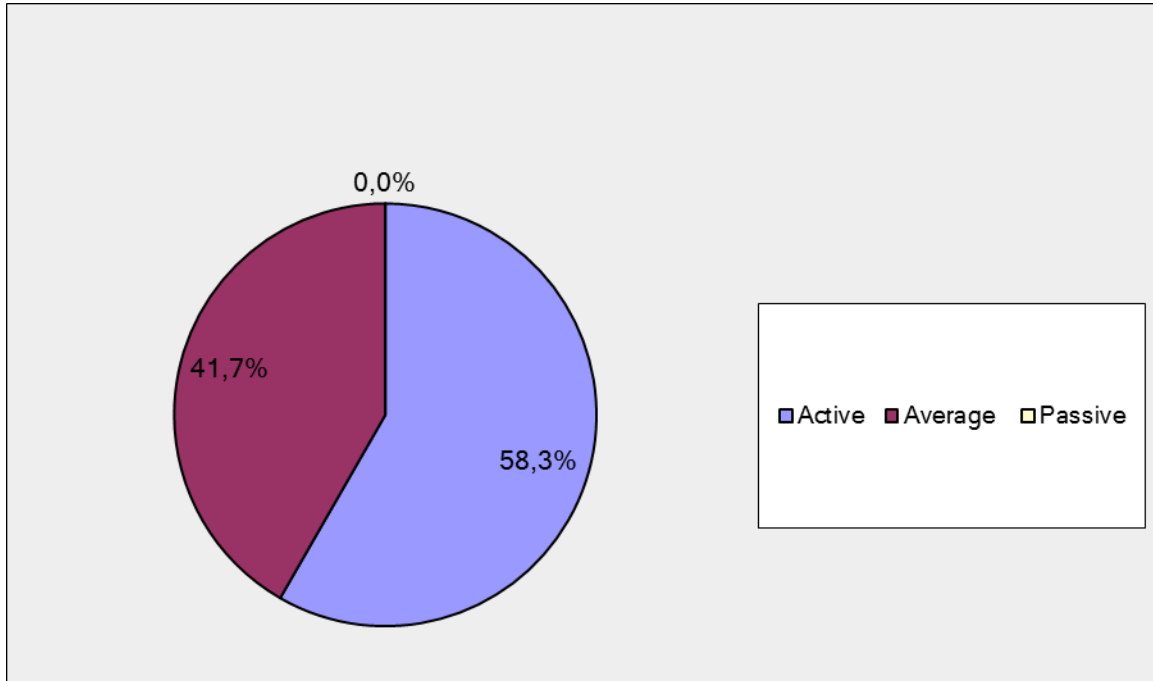
37 respondents (100%) answered this question. And 83.8% of them replied “No”.

Answer Options	Response Percent	Response Count
Yes	16,2%	6
No	83,8%	31

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

### **Q3. How do you rate your participation in this meeting?**

36 (97.3%) answers were given. 21 (58.3%) respondents think that their participation in the event was 'Active'. 15 (41.7%) respondents think that their participation was 'Average'. No one chose the option "Passive".



### **Q4. How do you rate the duration of the meeting overall?**

36 respondents (97.3%) answered this question. And most of them rated the meeting duration in a positive way.

Answer Options	Response Percent	Response Count
Too short	13.9%	5
About right	<b>86.1%</b>	<b>31</b>
Too long	0%	0

**Q5. In regards to the ‘Risk Assessment’ please read the following statements, and tell us if you agree or disagree with each of them. (Please rate each item):**

34 respondents (91.9%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The Risk Assessment WG meeting addressed issues important to my work	0	0	1	8	<u>25</u>	34	<u>4,7</u>
b) The presentations demonstrated were relevant and provided useful information	0	0	4	11	<u>18</u>	33	4,4
c) The time allocated to asking questions of the speakers was adequate	0	1	4	9	<u>20</u>	34	4,4
d) The workshop was properly planned and prepared, including draft RA Template, which was a relevant and useful contribution to the event	1	2	1	11	<u>19</u>	34	4,3

Option ‘e’ – open-ended response question “How will you apply this knowledge back in your workplace?”. 23 valid comments were left. Here they are:

1. *When Guideline is completed, post it to the use of all internal auditors.*
2. *Information was very useful and partly applicable in my country for the time being.*
3. *Upgrade the methodology*
4. *I will update our practical guide regarding risk assessment*
5. *I will use when I elaborate my audit plan*
6. *This information can be used as a material for the training as for IA as well for managers. But the provided risk assessment technique was too complex for my country and I am not sure whether I can use it as a methodology template in this stage*
7. *This is my work in CHU/IA and I will applied this knowledge in my work. I prepare strategic plan and annual plan every year.*
8. *I am playing by e-mail*
9. *We will use it for the harmonization of methodology used by internal auditors.*
10. *The knowledge I gained from this workshop is crucial for my workplace, since the knowledge on the methodology of the risk assessment is the topic that CHU representatives have to distribute and to explain to other internal auditors through trainings. It is also very important for us since we have to determine the scope of horizontal internal audits which should be performed on the level of the ministries.*
11. *developing risk assessment to the annual an strategic plan*
12. *Knowledge gained is very useful for further development of risk assessment methodology in the process of development of strategic and annual internal audit plan of activities.*
13. *The RA Template is used already in our daily work and the case study was very useful*

14. *Risk assessment model presented in Tirana should be further developed during next PEMPAL event to be held in Georgia, with previously done updates of disputed terms. When model adequate for implementation in the area of risk assessment used for preparation of strategic and annual internal audit plan of activities is updated, I shall present it to the appointed internal auditors to the Republic of Montenegro public sector bodies.*
15. *Will be used for training IC and management staff of different levels in public authorities*
16. *In my workplace*
17. *it's very important to use in our work,*
18. *it "was very important and special topics that were discussed, and I hope in the implementation of our daily work,.*
19. *This is very important because strategic and annual plan is my job.*
20. *The information and materials given during WG will be used for trainings.*
21. *Each year while preparing internal audit Strategic and Annual plan I will use this information to perform risk assessment.*
22. *I will use the knowledge by applying the methodology, examples and the case study on RA in our national training system for internal auditors and even for the managers.*
23. *Please note that as a resource person my contribution to this part of the survey is of far less importance than that by the participants*

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

### **Q6. Please rate the quality of organization (pre-event administration and logistics, etc.) and administration (staff responsiveness, etc.) of the meeting:**

Answered question – 34 (91.9%). All the ratings are very high.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of workshop organization	0	0	2	6	<u>26</u>	34	4,7
Quality of workshop administration	0	0	0	7	<u>27</u>	34	<u>4,8</u>

There were left 14 comments. Practically all of them are very positive.

1. *Everything was great*
2. *fully grateful to the participants visiting my country*
3. *All of the Risk assessment presentations were not in line with the RA template, presentations did not follow each other (for example presentation of risk categories did not follow presentation of objectives).*
4. *perfect*
5. *I think that every quality of meeting organization to be like Tirana.*
6. *The quality has been very good, in all the organization*
7. *The quality of the workshop held, as well as useful knowledge we have gained during the workshop, is the result of the good organizational efforts of all participants in charge of administrative activities and logistic preparation, and also during the administration of activities throughout the meeting.*
8. *Everything functioned well.*
9. *This meeting was organized on a very good level and had practical implication. It was useful to use theoretical knowledge and base as input for case. This combination of presentation, guide, case workshop and discussion where well organized, prepared and very useful for participants*
10. *The quality of organization has been very good, and very usefully for my work,*
11. *The organization of the event was quite good.*
12. *in the presentations there were few low performances i.e. objectives were not connected with risk categories and risks themselves, and risk definition was not very well structured (quality of risk definition was not satisfactory).*
13. *As usual! Everything was perfect!*
14. *The PEMPAL secretariat did an excellent job.*

**Q7. Did you receive agenda and event information in sufficient time before the event for them to be useful?**

34 (91.9%) answers were given.

Answer Options	Response Percent	Response Count
Yes	<u>91,2%</u>	<u>31</u>
No	8,8%	3

**Q8. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?**

34 (91.9%) answers were given.

Answer Options	Response Percent	Response Count
Yes	<u>94,1%</u>	<u>32</u>
No	5,9%	2

## **PART 3 OVERALL IMPRESSION**

### **Q9. Overall, my satisfaction with the event was...**

Answered question – 34 (91.9%). There were no negative answers. And most of the respondents (22 – 64.7%) considered themselves as ‘satisfied’.

1 not satisfied	2	3	4	5 satisfied	Response Count	Average rating
0	0	1	11	<u>22</u>	34	4,6

### **Q10. Did the meeting disappoint, meet, or exceed your expectations?**

There are 34 (91.9%) answered question. Only one person was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	2,9%	1
Meet	<u>58,8%</u>	<u>20</u>
Exceed	38,2%	13

### **Q11. What did you like best about the meeting?**

25 comments were left. All of them are valid. 3 comments were “*I liked everything*”.

1. *Warm welcome, accommodation and sightseeing. Workshops were quality*
2. *The template used by the speaker was very applicable in our conditions*
3. *Exchange of information and knowledge with different CHU staff.*
4. *Case-study*
5. *Key study*
6. *discussions, and all themes discussed*
7. *presentations, discussions and all the practical exercises*
8. *Practical exercise, involvement in each step of risk assessment*
9. *The meeting was organized beyond my expectations, provided me with very useful information,*
10. *all thinks are very good: hotel, meeting room, the format of workshop, etc.*
11. *Presentations, because there were directly linked to the risk assessment topic, - speakers, because they have clearly explained presentations offered during the meeting, as well as because they have until the last minute tried to provide us with the answers to all our questions via practical examples, - practical exercise on risk assessment and small group activities, of particular usefulness was the part where we have been enabled to work gradually, step by step, and thus, by facing dilemmas and questions & answers, we have been equipped to deal with and to provide answers to the risk assessment issues. – I have been a participant to many workshops dealing with risk topic, but this for me was the best and most useful workshop of that kind up to now. The knowledge I have gained I will be able to transfer to my colleagues, which is sufficient confirmation of the quality of this workshop and its delivery. I am looking forward to the future meetings.*
12. *Trainers’ presentations.*
13. *the discussions around the case studies on the teams*
14. *Topic – risk assessment.*



15. *combination of theory and case workshops with a good discussion in small groups and experts*
16. *presentation from the trainers from SIGMA and other participants,*
17. *Good discussion, good and open atmosphere.*
18. *The organization and trainers were professional.*
19. *Presentation*
20. *Sharing experiences and gaining knowledge about risk assessment methodology.*
21. *I liked practical work.*
22. *I liked the very active involvement of almost every one of the participants. The results were good; the questions were relevant and clearly showed an interest in the subject.*

**Q12. Which elements of the meeting you did not like?**

16 informative comments were left. 8 of them are comments like “*There are no such elements.*”

It means that there are 8 comments about elements which were not like by participants.

1. *Too long working day*
2. *Presentations were not consistent, not structured in the way that enables participants to follow it easily.*
3. *Experts activity*
4. *The time schedule, too short for practical case study*
5. *Sometimes there was not enough time to really go deeper into the material.*
6. *it ‘was very specific topics but should more examples practical*
7. *Structure of the presentation was not systematically followed - presentation of the objectives was not followed with presentation of the risk categories and definition of risks, the connection was not visible.*
8. *I would have preferred to have everybody be ready at the start at 08:30 as time was short.*

### **Q13. How do you plan to brief your colleagues about this meeting?**

There were left 26 (70.3%) open-ended responses.

1. *Already reported to ministry and made a presentation to the colleagues*
2. *I'll try to help them in developing the study of risk.*
3. *Already did, on a short presentation next working day*
4. *I prepared report about the workshop, and send them presentations we received.*
5. *To organize meetings*
6. *Will send materials*
7. *we will organized a meeting*
8. *by e-mail*
9. *to do training material and presentation*
10. *By the material which we getting in the PEMPALL*
11. *web*
12. *I plan to provide my colleagues with presentations and materials distributed during workshop.*
13. *by e-mail*
14. *Following case study we have used as a practical example for risk assessment exercise during the workshop, I shall prepare risk assessment methodology and as such, I shall present it to my colleagues in a way the same was presented to us in Tirana.*
15. *Via discussions, emails, etc.*
16. *the information was already presented to my colleagues during a meeting*
17. *I shall present to my colleagues presented risk assessment model.*
18. *A report to the minister and publication on the MoF's web-site*
19. *will share materials and brief during the meeting*
20. *Via information exchange and by publishing it on the web site.*
21. *By the material that we keep in the meeting*
22. *I write in our organizational newsletter my experiences.*
23. *the colleagues informed about the main things that was said during the days*
24. *I prepared report about the event, and also presented the workshop conclusions in the internal meeting of IA.*
25. *I will send them all materials, also the report which will summarize the event, and make a presentation on what was done during the event.*
26. *By making a flash mission report.*

### **Q14. Did you use the wiki page in preparation for the meeting?**

32 (86.5%) responses were left.

Answer Options	Response Percent	Response Count
Yes	<b>68,8%</b>	<b>22</b>
No	31,3%	10

Those who replied “No” left 9 valid comments. Here they are:

1. *As I mentioned before, I received the agenda later*
2. *I did not have wiki account.*
3. *Sometimes it is too complex and time consuming to use PEMPAL*
4. *It would be useful if PEMPAL could keep us up-to-date with the new information related risk assessment procedures.*

5. *Due to the extensive work load in my sector during the month of January, I haven't had the time to use it.*
6. *I have not thought of visiting wiki pages.*
7. *I haven't got access yet.*
8. *I do not have access to wiki yet.*
9. *As a resource person I do not have access to the Wiki (which is OK).*

**Q15. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?**

32 (86.5%) responses were left.

Answer Options	Response Percent	Response Count
Yes	<u>75.0%</u>	<u>24</u>
No	25,0%	8

**Q16. Have you any further suggestions to improve the content, approach and other aspects of the WG meetings:**

17 valid comments were left, and 10 of them consists suggestions.

1. *I was wandering for more relevant examples and templates in regard to our level of compliance.*
2. *Experts must give more information about practice in European countries*
3. *to receive all the materials and presentations before the meeting.*
4. *A suggestion may be to have a translator for Albanian language, in order to express myself, Albanian and Kosovar colleagues better.*
5. *We haven't received yet presentations from Mr. Garritte. we propose to send to all participants all presentations before the meeting*
6. *This Case could be divided in parts and given to each table*
7. *To have more meeting from the other participants*
8. *To adopt the practice of organizing meetings dedicated to the specific topics, with the focus on finding practical solutions which shall be implemented in all PEMPAL member countries, with the aim of harmonization of internal audit practice.*
9. *I think to be more practical examples.*
10. *Based on the experience obtained there a certainly aspects that I would improve myself the next time round (for example being more guiding by working through a first example together before going to discuss in sub groups).*