

# **PEM PAL TBILISI IACoP PLENARY MEETING FEEDBACK**

## **Survey**

On April 22-24, 2013 PEM PAL IACOP met in Tbilisi, Georgia, to hold a plenary meeting.

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/YRLTKBH>

The survey started to collect responses on May 14 and finished on May 29, 2013.

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

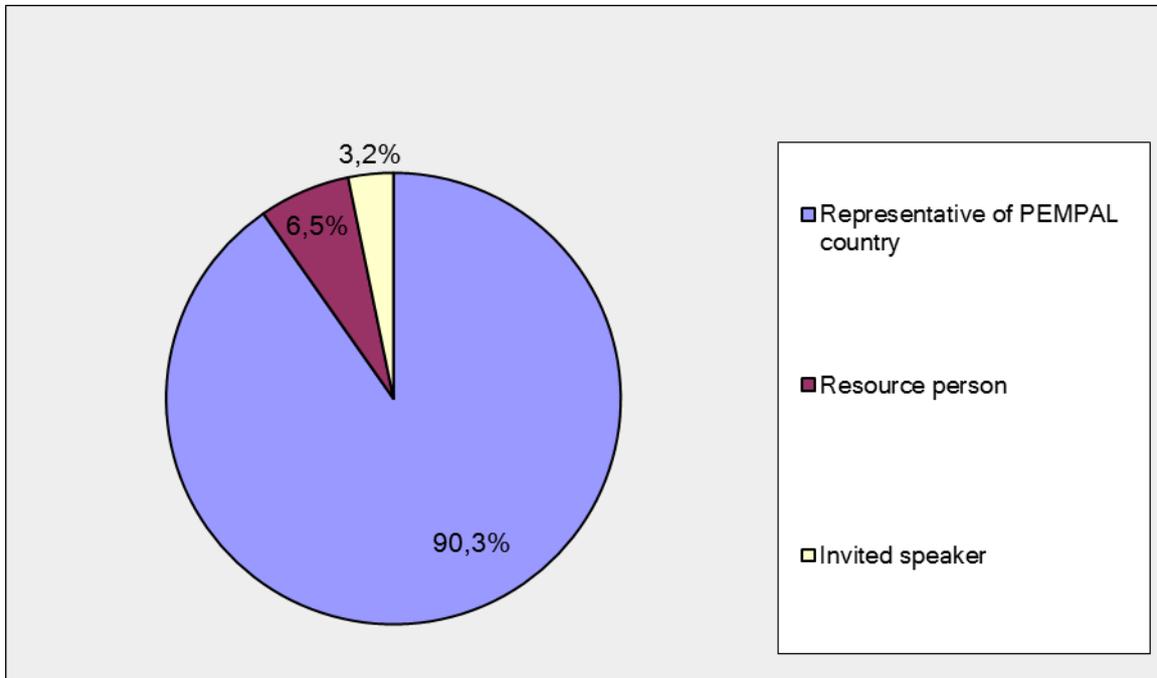
31 persons started to response to the survey. 30 (96.8% of started) responses were fully completed. In this report, we analyze all 31 responses. For further calculation, we take this quantity as 100%.

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

## INFORMATION

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

31 (100%) respondents gave answers. Among them: 28 representatives of PEMPAL member country, 2 experts and 1 invited speaker.



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

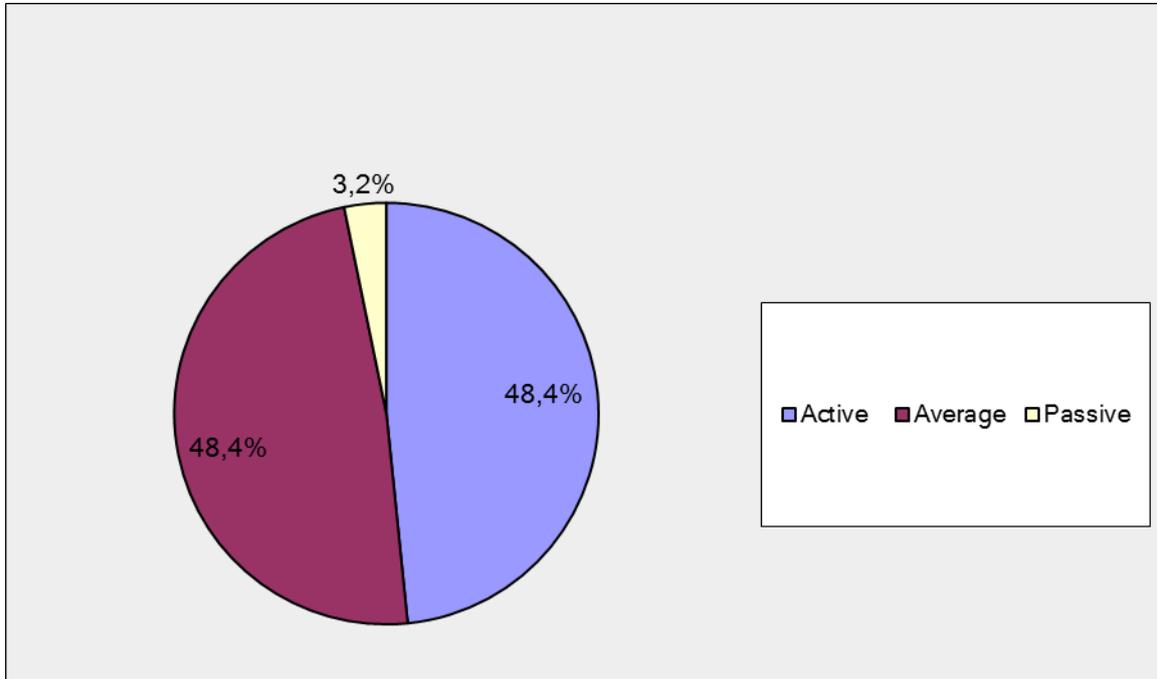
30 respondents (96.8%) answered this question. And 73.3% of them replied “No”.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes            | 26,7%            | 8              |
| No             | <u>73,3%</u>     | <u>22</u>      |

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

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

31 (100%) answers were given. 15 (48.4%) respondents think that their participation in the event was 'Active'. 15 (48.4%) respondents think that their participation was 'Average'. And 1 respondent chose the option "Passive".



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

30 respondents (96.8%) answered this question. And most of them rated the meeting duration in a positive way.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Too short      | 23,3%            | 7              |
| About right    | <u>70,0%</u>     | <u>21</u>      |
| Too long       | 6,7%             | 2              |

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

30 respondents (96.8%) replied to this question.

| Answer Options  | 1<br>strongly<br>disagree | 2 | 3  | 4  | 5<br>Strongly<br>agree | Response<br>Count | Average    |
|---|---------------------------|---|----|----|------------------------|-------------------|------------|
| a) The RA part of the meeting addressed issues important to my work             | 0                         | 1 | 10 | 5  | <u>14</u>              | 30                | 4,1        |
| b) The presentations demonstrated were relevant and provided useful information | 0                         | 0 | 8  | 9  | <u>13</u>              | 30                | 4,2        |
| c) The time allocated to asking questions to the speakers was adequate          | 0                         | 4 | 3  | 11 | <u>12</u>              | 30                | 4,0        |
| d) The T&C part of the meeting addressed issues important to my work            | 0                         | 2 | 5  | 9  | <u>14</u>              | 30                | 4,2        |
| e) The presentations demonstrated were relevant and provided useful information | 0                         | 0 | 6  | 9  | <u>15</u>              | 30                | 4,3        |
| f) The time allocated to asking questions to the speakers was adequate          | 0                         | 3 | 5  | 9  | <u>12</u>              | 29                | 4,0        |
| g) The QA part of the meeting addressed issues important to my work             | 0                         | 0 | 6  | 4  | <u>20</u>              | 30                | <u>4,5</u> |
| h) The presentations demonstrated were relevant and provided useful information | 0                         | 0 | 5  | 10 | <u>15</u>              | 30                | 4,3        |
| i) The time allocated to asking questions to the speakers was adequate          | 0                         | 3 | 5  | 8  | <u>14</u>              | 30                | 4,1        |
| j) The Georgian day of the meeting addressed issues important to my work        | 0                         | 1 | 7  | 6  | <u>16</u>              | 30                | 4,2        |
| k) The presentations demonstrated were relevant and provided useful information | 0                         | 1 | 8  | 4  | <u>17</u>              | 30                | 4,2        |
| l) The time allocated to asking questions to the speakers was adequate          | <u>2</u>                  | 4 | 3  | 8  | <u>13</u>              | 30                | <u>3,9</u> |

## **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 – 30 (96.8%). 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 | 0 | 3 | <u>27</u> | 30             | <u>4.9</u>     |
| Quality of workshop administration | 0     | 0 | 0 | 3 | <u>27</u> | 30             | <u>4.9</u>     |

There were left 16 comments. Practically all of them are very positive.

1. *The administrative staff is very forthcoming and find quick decision of the questions addressed*
2. *"Organization was great! Administration was great! Content was good! Cultural program was great!*
3. *" I had seen a lot of nuances, which is to learn from the event organizers PEMPAL! I loved the process of organizing meetings itself, everything was regulated in a timely manner; each of the participants from the first day knew their position in the hall and colleagues at their tables! :) During the preparation the Secretariat paid us a lot of attention, all the questions had been received prompt replies! Venue, accommodation and food were simply chic! Thank Georgian party so much for the hospitality, in particular, thanks to Nino for the excellent organization of the meeting at the highest level! There was a pleasant interest of the Ministry of Finance of Georgia to the meeting! .. And thanks to them for a present in a box!:)"*
4. *Everything it was Ok*
5. *Everything was well organized.*
6. *Thanks to the Cef for organizing and good work*
7. *everything have been OK*
8. *"Quality of organization and administration were at a high level. Efficiency and friendliness of the staff pleased me. Even before the meeting in Tbilisi, I have received all the necessary information about the upcoming meeting. "*
9. *Meeting was organized in a high level, it left a good impression*
10. *Supeer!*
11. *The meeting organized by colleagues adequately disclosed the subject of the issues raised. The discussions let us to study and analyze the experience of public audit and control in other countries/ Next time it will be better not to dwell only on the positive aspects of the transition period, but also on the existing downsides.*
12. *Meeting was held in accordance with the approved agenda. Discussed issues are actual for the activities of the internal control body authorized by the Government of Kazakhstan. I think it will be reasonable to continue the theme of discussion in future meetings.*
13. *Quality of organization and administration was on a high level, theme of the meeting is very useful for our future work..*
14. *Clear logistics, timing of work of the secretariat and leadership.*
15. *I believe that there is no need to force people to speak if they don't want to, i.e. if they believe that they don't have anything important to say. For them is sufficient to participate in the work of the working groups, teams, and those who want to present joint opinions, nobody is stopping them from raising their hands for themselves. Otherwise,*

*people are pressured, especially those who are newcomers at the event of this sort, thus feeling uncomfortable.*

*16. Everything was perfectly organized. All praise to you and to Georgia.*

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

30 (96.8%) answers were given. And practically all responses (96.7%) were “Yes”. Only one respondent (3.3%) did not receive agenda and event information in sufficient time.

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

30 (96.8%) answers were given. And 100% of them are a response “Yes”.

## **PART 3 OVERALL IMPRESSION**

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

Answered question – 30 (96.8%). There were no negative answers. And most of the respondents (20 – 66.7%) considered themselves as ‘satisfied’.

| 1 not satisfied | 2 | 3 | 4  | 5 satisfied | Response Count | Average rating |
|-----------------|---|---|----|-------------|----------------|----------------|
| 0               | 0 | 0 | 10 | 20          | 30             | 4,7            |

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

There are 30 (96.8%) answered question. No one was disappointed.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Disappoint     | 0,0%             | 0              |
| Meet           | <b>76,7%</b>     | <b>23</b>      |
| Exceed         | 23,3%            | 7              |

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

25 comments were left. All of them are valid.

1. *Exchanging of the knowledge and experience.*
2. *Organization, place, content*
3. *"The level of experts from different countries was high, it was possible to communicate directly with them, exchange views, on their part also positive and openness presented.:) .... Especially experts from Bulgaria, Ukraine and the Netherlands! All the participants had the positive mood, starting from the Director of the Community to all the leaders of the Working Groups! ... Although I was a freshman at the meeting, such a good atmosphere was created that there was the feeling that I knew all the long and familiar with many participants! .... It is, of course, a huge credit to the PEMPAL, for which they can be declared thanks and given certificates! .... :) We could easily communicate with all the experts, with the Secretariat and the invited guests of the meeting! I loved the process of organizing meetings, everything was regulated in a timely manner, and each of the participants from the first day knew their position in the hall and colleagues at their tables! ... :) There was a pleasant interest of the Ministry of Finance of Georgia to the meeting! .. And thanks to them for a present in a box! ..... :) All in all, I had seen a lot of nuances, which is to learn from the event organizers PEMPAL! "*
4. *Internal Audit Quality Assurance, Risk Assessment as a basis for the Annual Plan and Audit Planning risk assessment (video-conference from Washington DC)*
5. *The arrival and departure segment was well organized, as well as accommodation. Meetings and presentation topics were very educational.*
6. *Interactive and probability to all members to be active*
7. *I think that the number of presentation is much for a day.*
8. *"Experience exchange. We had a lot of possibilities (formal and informal) to communicate with each other and receiver an answer to questions interested for us."*
9. *Plenary meeting organization and administration, and active participation of council members.*
10. *Group discussions, experience exchange. Possibility to ask questions interested for me*
11. *Working spirit and good communication*

12. Plenary was interesting and useful
13. The meeting allowed to learn experience of the other countries where audit in public sector had been organized adequately
14. In general, the manner of this type of meetings' organization is at enviable level when compared to the most of other seminar, meetings, etc. where I had opportunity to participate.
15. Organization, Administration.
16. Very constructive approach to select thematic issues for discussion. It was interesting to hear not only about those countries where reforms are at a critical stage, but also those where everything is just beginning.
17. All presentations were on a very high level. I would like to note the increasing professionalism of the participants and their solidarity to implement internal audit in their countries.
18. Venue, organization and hospitality, some good experts.
19. Active work of all participants
20. Providing more practical suggestions for addressing real challenges/issues in the member countries who participated at the meeting.
21. "Working groups reporting. Future goals and tasks for working groups. Georgian day"
22. Exchange of experiences with the peers from different countries, most wonderful hosts from Georgia who have placed their maximum effort for all of us, in every way. Excellent PEMPAL organization.
23. Exchange of experience with country representatives from our region, as well with all other participants.
24. Working groups presentations in reference to their work.
25. Combination of practical exercises and presentations – and open communication on the issues raised.

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

22 informative comments were left. 12 of them is comments like "Everything was very good."

It means that there are 10 comments about elements which were not like by participants.

1. The result of the Risk assessment working group work was not presented in proper way
2. I participated in the group VALUE DETECTIVES, but our work remained undemanded
3. Too much time spent indoors (presentations).
4. Short time
5. too long duration
6. The quality of presentations could be improved. They could be more interactive. Some topics were not fully uncovered, e.g. Risk Assessment, why we need it and how we use it? Also background and knowledge of participants in internal and external auditing was quite different, which hindered discussion.
7. Conclusions from some discussion sessions are not completely cleared and agreed upon.
8. In my opinion financial inspection should not be so important topic in IA CoP.
9. Table seating arrangements. Language speaking areas should be important factor taken when arranging table seating arrangements. In that way, communication arising from discussion topics could be improved.
10. There was a bit of confusion in reference to Risk Assessment Manual.

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

There were left 25 (80.6%) open-ended responses. And in 6 comments respondent mentioned that they already brief their colleagues.

1. *Presented in brief the main topics and questions aroused*
2. *I submitted a detailed report with the programs and slides of presentations*
3. *"Given materials, manuals (from Lerka), and presentations I have already been presented to my management. Bosses of Ministry of Finance showed interest and they gave an approval for a number of my suggestions based on the results of a Working session to deepen cooperation with PEMPAL, introduction a new direction at the level of the Ministry of Internal Audit! And also, in the future, we would like to organize such a working session in our country! .. :) And we will strive for it :)) "*
4. *I will be in contact all the time with my colleagues that have the similar organization with my country*
5. *I will present them with presentation materials and documents that are in the process of preparation.*
6. *Give them my report and materials*
7. *I plan to be in contact all the time with my colleagues that have the similar structures for internal audit and CHU for Internal audit with my country*
8. *This meeting is for me like a "Treasury chest", from which I can get a lot of necessary and useful things for our work.*
9. *Presentation on the trip and on participation in the plenary meeting*
10. *Hold a meeting, highlight key issues, share lessons learned*
11. *Briefing during staff meeting*
12. *Report to Minister*
13. *Already made a report about the trip and sent the first head. Soon there will be a draft Concept "IA implementation"*
14. *By informing them about wiki page and by sharing of the materials.*
15. *Short summary about the details*
16. *I liked the experience of Georgia, Bulgaria, Croatia and Canada*
17. *I will make a presentation on the result of the trip, during which I will describe the situation with and the state of IA implementation in participated countries*
18. *To prepare a report on this meeting.*
19. *Tell most important conclusions and share the website and materials.*
20. *By informing them verbally during departmental meeting where all CHU members are present, accompanied by presentation of all materials received during the meeting..*
21. *I had to write mission report.*
22. *Via weekly meetings, and other meetings.*
23. *All documents are forwarded and distributed to our colleagues.*
24. *At the meetings, and via posting link to the web site.*
25. *By verbally transmitting gained knowledge.*

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

27 (87.1%) responses were left. And 63% of them replied "Yes"

Those who replied "No" (10 respondents) left 5 informative comments:

1. *I still do not have access to the use of Wiki*
2. *Prior to the meeting, I have not knew about Wiki-page/*

3. *At that time I did know anything about it*
4. *Practically, I did not know about it.*
5. *Unfortunately No, as I did not have a registration*

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

25 (80.6%) responses were left.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes            | <u>72,0%</u>     | <u>18</u>      |
| No             | 28,0%            | 7              |

**Q16. Have you any further suggestions to improve the content, approach and other aspects of the WG meetings including how to improve cross-COP exchange:**

18 valid comments were left, and 16 of them consists suggestions.

1. *The tasks of the main participants in the working group to be defined more clear.*
2. *More often organize such events, to prepare a book on state of the IA in every member-country.*
3. *After many years of holding such events, PEMPAL management accumulated enough experience in the meeting organization. For further fruitful cooperation of 3 COPs, it is advisable to conduct joint meetings on a periodic basis (1 time per year or half-year), where all the work of 3 communities would be presented with all the problems and progress and exchange ideas with representatives from other community. This may allow assessment of the work done (outside view), "run" and a better quality of performing the tasks of the working groups of the Community.*
4. *In my opinion it will be better to add the study case*
5. *Change old experts*
6. *Include case-studies.*
7. *More practice work, trainings. Interaction, participation of permanent participants*
8. *More time on open discussion*
9. *Organize studying and experience exchange in the sphere of audit implementation in the public sector. And give special priority to studying difference between audit and control (inspection)*
10. *To update documents in between WG meetings and to publish them at wiki pages.*
11. *A little bit more bilateral meetings amid countries. And probably try to involve more the non-governmental organizations.*
12. *Last meeting was very productive and functional. It was more reality (case-studies) than in previous meetings. The study tour to Bulgaria in the previous year to professionals from Kyrgyz Republic, Tajikistan, Armenia, and Georgia was very useful. We believe that the more specialists would be involved in the experience exchange between countries the quicker the stereotype of the audit work (revised work) will change to the internal audit.*
13. *Discuss linked (interrelated) themes*
14. *Invite people from Internal Audit practice as quest speakers and contributors, i.e. practicing internal auditors from other sectors, not just public sector, and representatives from IA chapters.*
15. *During the meeting, to place a little bit more attention to language affinity, i.e. on grouping of participants in order for them to be able to mutually communicate.*
16. *Sometimes is necessary to have a bit more time for joint work.*