

PEM PAL TBILISI IACoP WG MEETING FEEDBACK Survey

On April 19-20, 2013 PEM PAL IACOP Working Groups met in Tbilisi, Georgia, to work on the Quality Assurance WG.

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/9RGBY8F>

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 WG meeting.

15 persons started to response to the survey. 13 (86.7% of started) responses were fully completed. In this report, we analyze 15 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 15 questions in it.

INFORMATION

Q1 You are...

15 (100%) respondents gave answers. Among them: 15 representatives of PEMPAL member country.

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

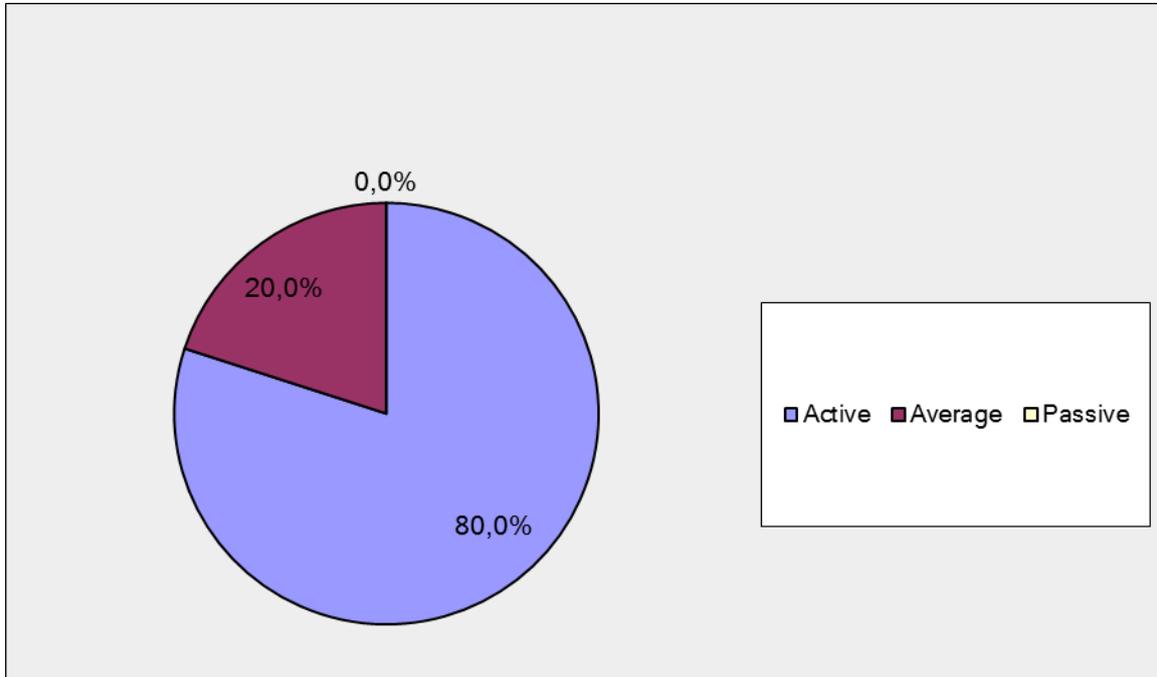
15 respondents (100%) answered this question. And 80% of them replied “No”.

Answer Options	Response Percent	Response Count
Yes	20%	3
No	80%	12

PART I EVENT DELIVERY

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

15 (100%) answers were given. 12 (80%) respondents think that their participation in the event was 'Active'. 3 (20%) respondents think that their participation was 'Average'. No one chose the option "Passive".



Q4. How do you rate the duration of the Quality Assurance WG meeting?

15 respondents (100%) answered this question. And most of them rated the meeting duration in a positive way.

Answer Options	Response Percent	Response Count
Too short	26,7%	4
About right	66,7%	10
Too long	6,7%	1

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

14 respondents (93.3%) replied to this question.

Answer Options	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) The Quality Assurance WG meeting addressed issues important to my work	0	0	0	3	<u>11</u>	14	4,8
b) The presentations demonstrated were relevant and provided useful information	0	0	1	<u>6</u>	<u>6</u>	13	4,4
c) The time allocated to asking questions of the speakers was adequate	0	0	0	<u>9</u>	4	13	4,3

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 – 14 (93.3%). 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>11</u>	14	4,8
Quality of workshop administration	0	0	0	1	<u>13</u>	14	<u>4,9</u>

There were left 5 comments. Practically all of them are very positive.

- 1. Thanks CEF to organize event*
- 2. As usual, the QA workgroup was organized on a very good level including pre-event administration logistics, and staff responsiveness.*
- 3. "The whole event was professionally organized. The ladies from CEF did a great job. Representatives from Georgia too."*
- 4. The organization of IACoP WG meeting Tbilisi was very professional and very useful.*
- 5. «It would be useful if all working group participants would be concretely prepared for the workshop topic, the excuse that they "are not at that level of development" is just not adequate. Many countries that have participated at this working group meeting have developed documents in reference to the quality assurance topic (in most part, developed by the project experts), but are not well familiar with them, being that their practical implementation aspect is not well developed and still lacking. But, having in mind their participation in such active workshop, it would be useful if all of them become familiar with those documents and be able to present developed acts related to the workshop topic in high quality manner.»*

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

14 (93.3%) answers were given. And 100% of responses was "Yes"/

PART 3 OVERALL IMPRESSION

Q8. Overall, my satisfaction with the event was...

Answered question – 13 (86.7%). There were no negative answers. And most of the respondents (12 – 92.3%) considered themselves as ‘satisfied’.

1 not satisfied	2	3	4	5 satisfied	Response Count	Average rating
0	0	0	1	<u>12</u>	13	4,9

Q9. Did the meeting disappoint, meet, or exceed your expectations?

There are 14 (93.3%) answered question. No one was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	<u>71,4%</u>	<u>10</u>
Exceed	28,6%	4

Q10. What did you like best about the meeting?

9 comments were left. All of them are valid.

1. *opportunity of sharing experience*
2. *new experience and practice*
3. *Warm welcome, accommodation and sightseeing. Workshops were quality*
4. *How everything was organized*
5. *organizational side*
6. *I always prefer presentations from the countries and discussions on the country cases*
7. *The possibility of providing comments, opinions from each individual participant, quite well time management.*
8. *The strong point was organizing of groups of Ljerka. Nini had also created very good conditions for the progress of the meeting.*
9. *Concrete working examples, working templates presented from the participants from Bulgaria, Netherlands, and Croatia.*

Q11. Which elements of the meeting you did not like?

7 informative comments were left. 3 of them are comments like “Everything was very good.”

It means that there are 4 comments about elements which were not like by participants.

1. *Difficulties connected to different languages of the participants of the working tables*
2. *Experts activity*
3. *Too short, QAWG.*
4. *The part when we were discussing do we need audit committees or not*

Q12. How do you plan to brief your colleagues about this meeting?

There were left 9 (60%) open-ended responses.

1. *By presentation of the main themes and distributing of the slides*
2. *Send my report and organize seminars*
3. *Already did. A short review and materials received to QAWG.*
4. *I made the report for the minister and published it in our web-site*
5. *After each event, we have a short meeting, where I inform my colleagues about the event*
6. *By providing workshop documents to my colleagues from other internal audit units that will help them in improving current internal audit controls, while within my unit such documents will be good foundation for developing our own methodology, on which we will further coordinate and try to adopt our own best solutions.*
7. *I meet with my colleagues, telling them the main ideas of the meeting, presenting them the materials*
8. *All materials that I received in this meeting I discussed with my colleagues at my office.*
9. *By exchanging materials received during the workshop. By using contacts received during workshops, we have requested materials in reference to quality assurance topic from colleagues from other countries, which at that moment were not available for distribution and share (or they had them only as a hard copy).*

Q13. Did you use the wiki page in preparation for the meeting?

13 (86.7%) responses were left.

Answer Options	Response Percent	Response Count
Yes	<u>84,6%</u>	<u>11</u>
No	15,4%	2

Those who replied “No” left 1 comment: “No, having in mind that error log was reporting during wiki pages log-on procedure. In agreement with Christine, this problem will be tried to be solved!”

Q14. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?

12 (80%) responses were left.

Answer Options	Response Percent	Response Count
Yes	<u>75,0%</u>	<u>9</u>
No	25,0%	3

Q15. Have you any further suggestions to improve the content, approach and other aspects of the WG meetings including how to improve cross-COP exchange:

7 valid comments were left, and 5 of them consists suggestions.

1. *Key studies and workshops*
2. *As methods, I would propose to organize more debates, as it was organized during Georgian day. And as a finality to have a solution or more solutions for the questions debated. Also to be dedicated for this method more time, not only 10 minutes, but maybe one hour, or 2 hours, in order to let people to present all the arguments pro and contra.*
3. *to have more case studies*
4. *WG members' work should be distributed to all members.*
5. *It would be good if on specific thematic workshops participate only colleagues who actively work in that particular area in order to be able to offer certain comments and provide contribution to the development, but also to be able to use gained experiences in most practical way (in their work places).*