

PEM PAL IACOP SV to Moldova Feedback Survey

On March 16-19, 2015, PEMPAL Internal Audit COP organized a study visit to Moldova. After the event, the on-line survey in two languages was created. The aim of the survey was to receive event feedback.

Link to the survey – <https://ru.surveymonkey.com/r/K5WV5M3>

The survey started to collect responses on April 09 and finished on April 20, 2015.

Invitations to take part in the survey were sent to all participants (15) of the study visit.

8 responses were received. 7 respondents completed their answers. In this report, we analyze all 8 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..

8 (100%) respondents gave answers. All respondents (100%) were Representatives of PEMPAL member country.

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

8 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Yes	50,0%	4
No	50,0%	4

Q3. How many PEMPAL events have you attended before?

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

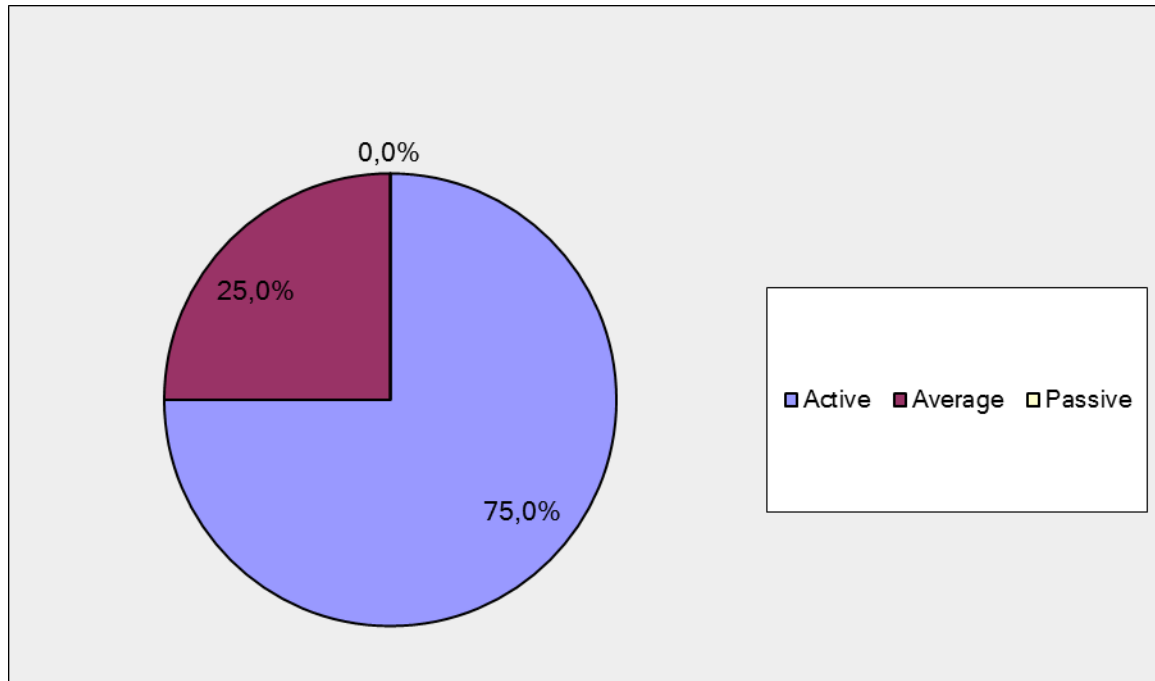
4 respondents answered this question.

1-2	3-4	5-6	more than 6	Response Count
2	0	2	0	4

PART I EVENT DELIVERY

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

8 (100%) answers were given. 6 (75%) respondents think that their participation in the event was 'Active'. 2 (25%) respondents think that their participation was 'Average'. And no one chooses the option "Passive".



Q5. How do you rate the event duration overall?

8 respondents (100%) answered this question.

Answer Options	Response Percent	Response Count
Too short	12,5%	1
About right	87,5%	7
Too long	0,0%	0

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

8 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	2	6	8	4,8
b) I learned from the experience of other participants in the event	0	0	1	4	3	8	4,3
c) Participants had about equal level of prior expertise relevant to the event topics	1	0	0	4	3	8	4,0
d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge	0	0	0	2	6	8	4,8

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

8 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	1	6	8	4,6
b) The content of the event was properly prepared	0	0	0	2	6	8	4,8
c) The event addressed issues important to my work	0	0	2	1	5	8	4,4
d) The event covered a right number of topics for the amount of time available	0	0	1	2	5	8	4,5
e) The topics for the group discussions were relevant	0	0	0	1	7	8	4,9
f) Enough time was reserved for group discussions	0	0	0	5	3	8	4,4
g) Presentations made during the event were relevant and useful	0	0	0	2	6	8	4,8
h) Enough time was reserved for questions to speakers	0	0	2	1	5	8	4,4

2 comments were left:

1. *Brilliant organization of the events, SV was on a very high level/*
2. *It is always pleasure to learn something new. In Moldova we had a chance to compare their infrastructure with the one that we have, and managed to made some kind of self-assessment. On behalf of Armenian delegation I would like to thank our Colleagues for good host and informative SV*

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

7 responses (87.5%) were received.

Event objective has been achieved:	1 strongly disagree	2	3	4	5 Strongly agree	Response Count	Average
a) To share Republic of Moldova experience FMC and IA implementation Moldova as well as the role and activities of CHU	0	0	0	0	<u>7</u>	7	<u>5</u>
b) To learn from RM experience how to create IA function in the beginning of reform and how to divide and coordinate the evolution of two functions: new IA and existing financial	0	0	0	3	<u>4</u>	7	4,6
c) To study the regulation and normative framework on internal audit, financial management and control on the state and local level	0	0	<u>2</u>	1	<u>4</u>	7	<u>4,3</u>
d) To learn from Republic of Moldova training, certification and continuous development system	0	0	<u>1</u>	2	<u>4</u>	7	4,4
e) To learn about strategic and annual planning (based on risk assessment) and carrying out an internal audit engagement and follow up	0	0	0	2	<u>5</u>	7	4,7
f) To exchange the views between the invited participants and the host on the difficulties and risks in the implementation of the internal audit function, as well as during the implementation of appropriate reforms (risks of the initial stage and further promote the reform)	0	0	0	1	<u>6</u>	7	4,9

1 comment was left:

1. *I received a good experience, which, undoubted, will be used in my future work.*

PART 2 EVENT ADMINISTRATION

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

Answered question – 7 (87.5%). All of the ratings are very high.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
Quality of organization	0	0	0	1	<u>6</u>	7	4,9
Quality of administration	0	0	0	0	<u>7</u>	7	5

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

7 (87.5%) answers were given. And 100% of responses were “Yes”.

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

7 (87.5%) 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?

7 responses were given (87.5%) to both questions.

Answer Options	1 low	2	3	4	5 high	Response Count	Average rating
interpretation	0	0	0	0	<u>7</u>	7	<u>5</u>
written translation	0	0	<u>1</u>	2	<u>4</u>	7	4.4

There were 1 comment to Q12 and 1 - to Q13.

12.

- 1. We did not need simultaneous interpretation – the event was on Russian.*

13.

- 1. All necessary materials were on Russian.*

PART 3 OVERALL IMPRESSION

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

There are 7 (87.5%) answered question. No one was disappointed.

Answer Options	Response Percent	Response Count
Disappoint	0,0%	0
Meet	85,7%	6
Exceed	14,3%	1

Q15. What did you like most about the event?

7 comments were left.

1. *excellent organization of events, a very rich program, highly qualified specialists*
2. *everything*
3. *Participants*
4. *opportunity to exchange views and get a new experience.*
5. *High level of professionalism of the customs staff. In general, all was at a high level.*
6. *Excellent training of the customs staff.*
7. *Meeting with representatives of the National Social Security Fund of the Republic of Moldova. In the dialogue they answered to all the questions connected with the process of organizing and launching of internal audit in the said body. These answers and recommendations can be taken into account including when developing of regulations governing the organization of the internal financial audit in the RF MoF.*

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

5 comments were left. 3 of them are comments like “*I liked everything.*”

It means that there are only 2 comments about elements which were not like by participants:

1. *Weather*
2. *A lot of theory, less practice*

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

7 responses were given (87.5%) and all of them are “Yes”.

Q18. How do you plan to brief your colleagues?

7 responses were given (87.5%)

Answer Options	Response Percent	Response Count
Share materials	71,4%	5
Make a presentation	14,3%	1
Prepare a back-to-office report	28,6%	2

2 informative comments were left:

1. *I share acquired experience with my colleagues, Tell them how internal control and audit is organized in Moldova and Armenia*
2. *Team work, workshop.*

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

7 respondents (87.5%) 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	3	4	7	4,6

Q20. How can you apply the acquired knowledge?

6 comments were left.

1. *I can apply it when implementing measures for the organization of the system of internal financial control and internal financial audit in the Ministry of Finance, Russia*
2. *"By making some suggestions to change legislation. By sharing knowledge I have got"*
3. *in analysis of law enforcement in our country.*
4. *Elements of the Moldovan experience are very useful to my work in certain aspects.*
5. *Many aspects we make other way, now we have a new experience.*
6. *During developing of appropriate regulations, during the introduction of the system of RF MoF internal financial audit.*

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

Answered question – 7 (87.5%). Most of the respondents (85.7%) considered themselves as ‘highly satisfied’.

1 not satisfied	2	3	4	5 highly satisfied	Response Count	Average rating
0	0	0	1	6	7	4,9

RECOMMENDATIONS FOR THE FUTURE

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

7 comments were left and 4 of them consists suggestions.

1. *Probably to organize similar events more often*
2. *The more practice rather than theory*
3. *The more practice*
4. *In my opinion, the highest efficiency is received from the events where issues discussed through dialogue.*

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

4 informative comments were left.

1. *more study visits and workshops*
2. *More study visits, workshops, team works*
3. *New approaches to system audit*
4. *Experience of the developed countries.*