

PEM PAL IACOP WG MEETING IN MOSCOW FEEDBACK

SURVEY

On May 25-26, 2014 PEMPAL IACOP WG meeting took place in Moscow, Russia, before the CROSS-COPs Plenary Meeting.

After the event, the on-line survey in three languages was created. The aim of the survey was to receive event feedback.

Links to the surveys – <https://ru.surveymonkey.com/s/P87V6BZ> (for those who attended Cross-Cops Plenary meeting)

<https://ru.surveymonkey.com/s/SKBLNWK> (for those who was only on IACOP WG meeting)

The survey started to collect responses on May, 5 and finished on May 26, 2014.

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

23 responses were received – 17 from those who attended Cross-Cops Plenary meeting and 6 from those who was only on IACOP WG meeting. In this report, we analyze all 23 responses. For further calculation, we take this quantity as 100%.

All these responses will be included in the general Feedback Event Database. All responses are not identified by source and sent on a confidential basis to Nina Duduchava of the World Bank who prepares this report.

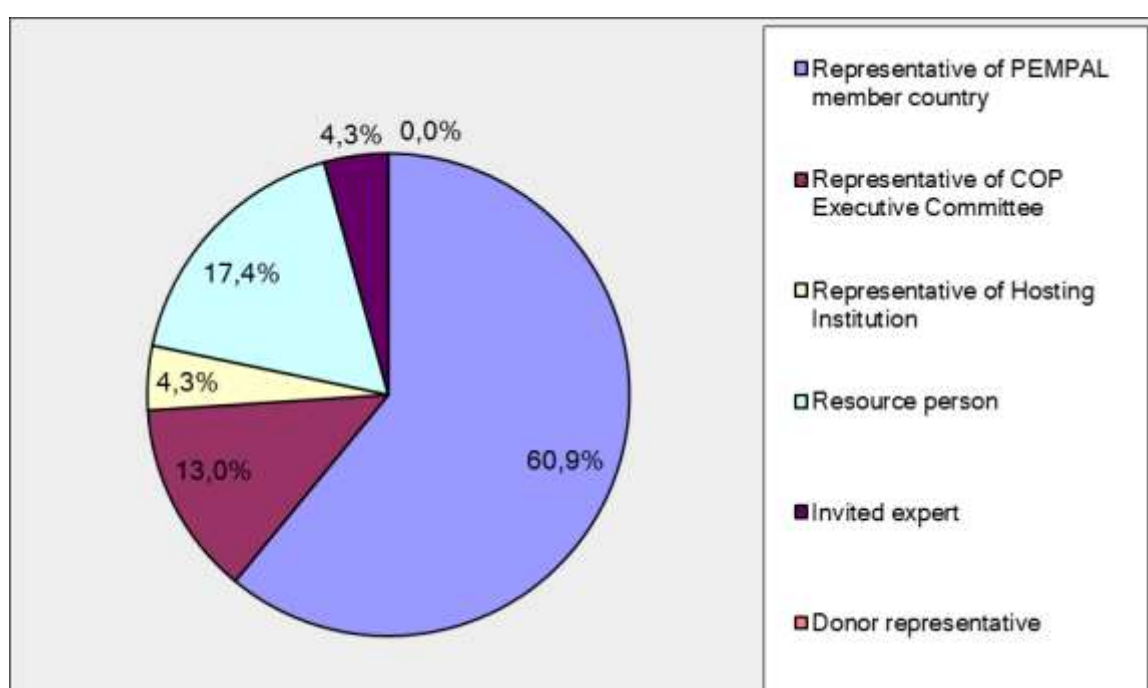
The questionnaire comprises five parts: About the Respondent, Event Delivery, Event Administration, Overall Impression, and Recommendations for the Future. There are total 24 questions.

ABOUT THE RESPONDENT

Q1 You are..

23 (100%) respondents gave answers.

| Answer options | Response Percent | Response Count |
|-------------------------------------------|------------------|----------------|
| Representative of PEMPAL member country | 60,9% | 14 |
| Representative of COP Executive Committee | 13,0% | 3 |
| Representative of Hosting Institution | 4,3% | 1 |
| Resource person | 17,4% | 4 |
| Invited speaker | 4,3% | 1 |
| Donor representative | 0,0% | 0 |



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

23 respondents (100%) answered this question. And only 8.7% of them replied “Yes”.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Yes | 8.7% | 2 |
| No | 91.3% | 21 |

Q3. How many PEMPAL events have you attended before?

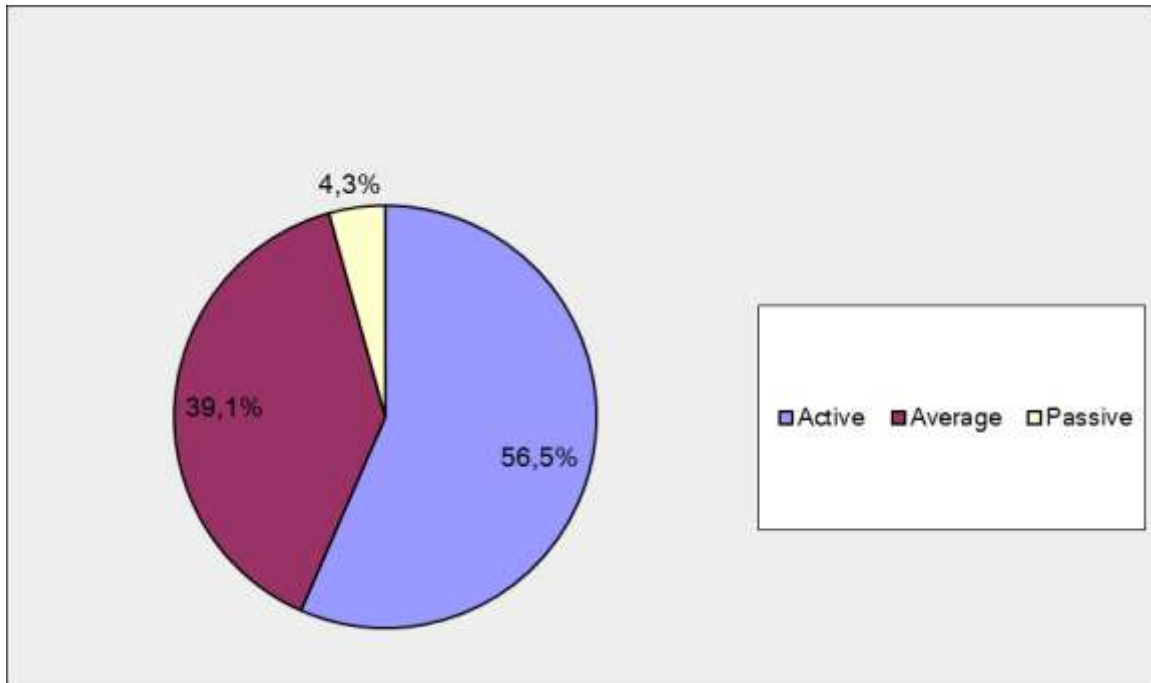
This question was seen only by those respondents who chose “No” in the previous question. 21 respondents answered this question.

| 1-2 | 3-4 | 5-6 | more than 6 | Response Count |
|-----|-----|-----|-------------|----------------|
| 1 | 6 | 2 | 12 | 21 |

PART I EVENT DELIVERY

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

23 (100%) answers were given. 13 (56.5% of responded) respondents think that their participation in the event was 'Active'. 9 (39.1%) respondents think that their participation was 'Average'. And one respondent (4.3%) chooses the option "Passive".



Q5. How do you rate the duration of the event overall?

23 respondents (100%) answered this question.

| Answer Options | Response Percent | Response Count |
|----------------|------------------|----------------|
| Too short | 11.8% | 3 |
| About right | 82.4% | 19 |
| Too long | 5.9% | 1 |

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

23 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 | 1 | 7 | 15 | 23 | 4,6 |
| b) I learned from the experience of other participants in the event | 0 | 0 | 2 | 5 | 16 | 23 | 4,6 |
| c) Participants had about equal level of prior expertise relevant to the event topics | 1 | 1 | 5 | 12 | 3 | 22 | 3,6 |
| d) Content of presentations, hand-outs and other materials were appropriate for a person with my level of knowledge | 0 | 0 | 0 | 8 | 15 | 23 | 4,7 |

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

23 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 | 0 | 2 | <u>21</u> | 23 | 4,9 |
| b) The content of the event was properly prepared | 0 | 0 | 0 | 1 | <u>22</u> | 23 | <u>5,0</u> |
| c) The event addressed issues important to my work | 0 | 0 | 3 | 5 | <u>15</u> | 23 | 4,5 |
| d) The event covered a right number of topics for the amount of time available | 0 | 0 | 5 | 5 | <u>12</u> | 22 | 4,3 |
| e) Presentations made during the event were relevant and useful | 0 | 0 | 2 | 4 | <u>17</u> | 23 | 4,7 |
| f) Enough time was reserved for questions to speakers | 0 | <u>3</u> | 1 | 6 | <u>12</u> | 22 | <u>4,2</u> |
| g) The topics for the group discussions were relevant | 0 | 0 | 0 | 7 | <u>16</u> | 23 | 4,7 |
| h) Enough time was reserved for group discussions | 0 | <u>1</u> | 2 | 5 | <u>15</u> | 23 | 4,5 |

1 comment was left: (Here and after pieces of critical feedback are underlined.)

Topics related to budget are always interesting..

Q9. How much do you agree with the following statements about the outcomes of the event?

22 responses (95.7%) were received.

| Event objective has been achieved: | 1 strongly disagree | 2 | 3 | 4 | 5 Strongly agree | Response Count | Average |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|---|---|---|------------------|----------------|------------|
| IACOP WG meeting | | | | | | | |
| a) Study the international good practice for the role, function, relationship and cooperation of Internal Audit, Financial Inspection and Supreme Audit Institutions | 0 | 0 | 0 | 5 | <u>17</u> | 22 | <u>4,8</u> |
| b) Provide possible solutions to challenges faced by countries | 0 | 0 | 2 | 9 | <u>11</u> | 22 | 4,4 |
| Main event (Please note that 6 respondents did not participate in Cross-CoPs Plenary) | | | | | | | |
| Share information about the concepts and tools of fiscal transparency and accountability and how these can be applied (from a central finance agency perspective) | 0 | 0 | 0 | 4 | <u>11</u> | 15 | 4,7 |
| Form a long term view of how the topic can be involved in the future work of PEMPAL Communities of Practice (COPs). | 0 | 0 | 1 | 4 | <u>10</u> | 15 | 4,6 |

1 comment was left about outcomes of IACOP WG meeting.

1. We did not have enough time to examine cases of each member country.

PART 2 EVENT ADMINISTRATION

Q10. Please rate the quality of the organization and administration of the event:

Answered question – 22 (95.7%). Most of the ratings are very high.

| Answer Options | 1 low | 2 | 3 | 4 | 5 high | Response Count | Average rating |
|---------------------------|-------|----------|---|---|-----------|----------------|----------------|
| Quality of organization | 0 | 0 | 1 | 0 | <u>21</u> | 22 | <u>4,9</u> |
| Quality of administration | 0 | <u>1</u> | 0 | 2 | <u>19</u> | 22 | <u>4,8</u> |

There were left 3 comments

- 1. Quality was om very high level. Thank you so much.*
- 2. the organization was absolutely perfect, except logistic from and to the airport.*
- 3. I have very problems with this event. I given't e-mail for informations, ticket and etc. My e-mail was wrong from npiciri@minfin.gov.al in npirici@minfin.gov.al. This has very problem for me.*

Q11. Did you receive agenda and event information in sufficient time before the event for them to be useful?

22 (95.7%) answers were given. And 21 responses (95.4% of responded) were “Yes”. 1 person (4.5%) did not receive agenda and event information in time.

Q12. Did you receive practical information (about the accommodation and other facilities, etc.) prior to the event?

22 (95.7%) answers were given. And 95.4% of respondents (21) replied “Yes”. 1 person (4.5%) did not receive practical information prior to the event.

Q13. Are you satisfied with the quality of simultaneous interpretation provided during the event?

Q14. Are you satisfied with the quality of written translation of event materials?

22 responses were given (95.7%) to question 13 and 21 (91.3%) – to question 14.

| Answer Options | 1 low | 2 | 3 | 4 | 5 high | Response Count | Average rating |
|-----------------------------|-------|---|---|---|-----------|----------------|----------------|
| simultaneous interpretation | 0 | 0 | 1 | 8 | <u>13</u> | 22 | 4,5 |
| written translation | 0 | 0 | 0 | 4 | <u>17</u> | 21 | <u>4,8</u> |

There was left 3 comments to Q13 and no informative comments to Q14.

Q 13

- 1. I am very tired with interpretation. We have for interpretation in Albani language.*
- 2. To consider option of introducing direct interpretation between Russian and Serbian languages, and vice versa.*
- 3. need more time to be represented the 3 control activities. base on that compare should be made any conclusion about similarities and differences*

PART 3 OVERALL IMPRESSION

Q15. Did the event disappoint, meet, or exceed your expectations?

There are 22 (95.7%) answers to the question..

| Answer Options | Response Percent | Response Count |
|-----------------------|-------------------------|-----------------------|
| Disappoint | 0,0% | 0 |
| Meet | <u>72.7%</u> | <u>16</u> |
| Exceed | 27.3% | 6 |

Q16. What did you like most about the event?

16 comments were left. All of them are valid. Participants like different aspects of the event: One of them liked “**all**”.

Organization and **work of resource team** were mentioned in 4 comments For example: “*Level of organization and content of presentations.*”

Group work was mentioned 3 times: “*...productive and dynamic table discussions followed by concrete results*”

Participants like to **share experience with colleagues and experts**: “*Contacts made with the experts from various countries, as well as exchange of opinions and experiences*”

Experts’ and colleagues presentations were mentioned 8 times. For example: “*The experts presentations from different country who were invited at the PEMPAL*”

Some other comments:

1. *Discussion about relations between external audit, internal audit and financial inspection.*
2. *Practical examples, as for me it is always important to strengthen the theoretical examples of practical facts*
3. *the participants to be more carefully represented*

Q17. What did you not like most about the event?

9 comments were left. 7 of them are comments like “*Everything was organized*” or “*Nothing*” It means that there are 2 comments about elements which were not like by participants.

1. *maybe the place/city were organized the event, long distance from our country.*
2. *Too many topics for discussion, often it was not enough time, we had to work after the completion of our events*

Q18. Do you plan to brief your colleagues on this event?

22 responses were given (95.7%) and 93.8% of them (21) are “Yes”. 1 person responded “No”.

Q19. How do you plan to brief your colleagues?

21 responses (91.3%) were given

| Answer Options | Response Percent | Response Count |
|---------------------------------|------------------|----------------|
| Share materials | <u>71.4%</u> | <u>15</u> |
| Make a presentation | 19% | 4 |
| Prepare a back-to-office report | 57.1% | 12 |

3 comments were left:

- 1. Prepare an article about the event which will be published in our Bilten for internal auditors*
- 2. We have organized internal meeting during which we have discussed on provided materials and gained information we have gathered during the PEMPAL event.*
- 3. During working meetings*

Q20. How much do you agree with the following statement?

22 respondents (95.7%) 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 | 2 | 7 | <u>13</u> | 22 | 4,5 |

Q21. How can you apply the acquired knowledge?

15 comments were left.

Some respondents mentioned that “*I will apply the acquired knowledge in my work*” (mentioned 2 times) For example: “*Implement in practice in my department*”

Other comments::

1. *When discuss relevant issues I will have needed information*
2. *Following comments and suggestions provided by our colleagues and by comparing existing methodologies covering CHU operations, we will make formal interpretation of the issues arising in our case and improve legislation*
3. *In developing law drafts and other methodological materials*
4. *to have another point of view to other control bodies' work.*
5. *Improvement of legislation and methodology*
6. *Developing policy*
7. *to compare the cases from different countries to our situation and propose improvements*
8. *make benchmarking*
9. *I will apply the knowledge when I am doing audit missions at the budget/accountability. I think I identified some risks about transparency after this event.*
10. *During consideration efforts and discussions on possible solutions and models of cooperation between institutions covering IA, EA and FI*
11. *According to the legal framework*
12. *Use in developing standards and regulations*
13. *make new legislation*

Q22. Overall, my satisfaction with the event was...

Answered question – 22 (95.7%).

| 1 not satisfied | 2 | 3 | 4 | 5 highly satisfied | Response Count | Average |
|-----------------|---|---|---|--------------------|----------------|---------|
| 0 | 0 | 0 | 4 | <u>18</u> | 22 | 4,8 |

RECOMMENDATIONS FOR THE FUTURE

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

11 comments were left and 8 of them consist suggestions.

Here they are:

- 1. more participants from Romania*
- 2. I would like to have more time to prepare/to learn for the event. If is possible to sent to us the agenda and the presentations before the events it will be great!!!*
- 3. I think we should have time in the agenda for marketplaces - only 45 minutes, because coffee breaks are not sufficient for that.*
- 4. We did not have time to acquainted with each other*
- 5. To plan within every future event timeframe, aside from the delivery of qualitative presentations on the selected topics, the presentation on foundations of financial system of the hosting country which will help participants to more easily get familiar with concrete and most important indicators.*
- 6. Summarize the opinion of other countries that coincide in opinion with the PEM PAL participating countries*
- 7. . Constantly include case studies.*
- 8. During event preparation it might be necessary to give more information on the structure and internal hierarchy between internal audit, budget, treasury, supreme audit institution and financial inspection of the hosting country.*

Q24. Are there any other products, research or services that PEMPAL could provide that would be useful for your work?

7 comments were left. And 5 of them are informative.

Here they are:

- 1. develop internal control system*
- 2. I am very interesting to improve my knowledge in .. audit planning, audit sampling, risk assessment*
- 3. All knowledge acquired in PEMPAL is very useful/ It would be useful for us to have experience exchange with PEMPAL member countries*
- 4. The materials that were examined in the working groups*
- 5. More IA products*