

CLIENT SURVEY STATISTICAL RESULTS FOR:  
Client without CAE

City of Vaughan

Attachment 3

		ACTUAL RESPONSES										TOTAL	-Don't Know	WEIGHTED Client AVG	QA History	Variance		
		4 Strongly Agree		3 Agree		2 Disagree		1 Strongly Disagree		0 Don't Know								
Internal Audit Governance	1.	IA activity personnel respect the value and ownership of information they receive and do not disclose information without appropriate authority unless there is a legal or professional obligation to do so.		18	75%	5	21%	0	0%	0	0%	1	4%	24	23	3.78	3.68	0.10
	2.	IA activity personnel exhibit the highest level of professional objectivity in performing their work, making a balanced assessment of all relevant circumstances and are not unduly influenced by their own interests or by others in forming judgments.		15	63%	8	33%	0	0%	0	0%	1	4%	24	23	3.65	3.44	0.22
	3.	The IA activity is perceived as adding value and helping our organization accomplish its objectives.		13	57%	10	43%	0	0%	0	0%	0	0%	23	23	3.57	3.32	0.24
	4.	The integrity of the IA activity establishes confidence, providing the basis for their role as trusted advisor within our organization.		15	63%	9	38%	0	0%	0	0%	0	0%	24	24	3.63	3.40	0.23
	5.	Organizational placement of the IA activity ensures its independence and ability to fulfill its responsibilities.		12	50%	11	46%	0	0%	0	0%	1	4%	24	23	3.52	3.54	(0.02)
	6.	IA activity personnel have free and unrestricted access to records, information, locations, and employees during the performance of their engagements.		15	63%	6	25%	0	0%	1	4%	2	8%	24	22	3.59	3.61	(0.02)
Internal Audit Staff	7.	A activity staff and management communicate effectively (oral, written, and presentations).		14	58%	9	38%	0	0%	0	0%	1	4%	24	23	3.61	3.30	0.31
	8.	IA activity staff and management keep up to date with changes in my business, our industry and relevant regulatory issues.		10	42%	12	50%	0	0%	0	0%	2	8%	24	22	3.45	3.18	0.28
	9.	IA activity staff display adequate knowledge of my business processes including critical success factors.		11	46%	13	54%	0	0%	0	0%	0	0%	24	24	3.46	3.10	0.36
	10.	IA activity staff exhibit effective problem identification and solution skills.		16	67%	8	33%	0	0%	0	0%	0	0%	24	24	3.67	3.20	0.47
	11.	IA activity management demonstrate effective conflict resolution and negotiating skills.		8	33%	13	54%	0	0%	0	0%	3	13%	24	21	3.38	3.24	0.15
	12.	The IA activity is viewed as viable source of talented individuals who could successfully transfer to other parts of our organization.		12	50%	8	33%	0	0%	0	0%	4	17%	24	20	3.60	3.15	0.45
Internal Audit Management	13.	Internal audit activity management communicates effectively (oral, written, and presentations).		18	75%	6	25%	0	0%	0	0%	0	0%	24	24	3.75	3.34	0.41
	14.	Internal audit activity management keeps up to date with changes in my business, our industry, and relevant regulatory issues.		13	54%	9	38%	0	0%	0	0%	2	8%	24	22	3.59	3.19	0.40
	15.	The IA activity establishes annual audit plans to assess areas or topics that are significant to our organization and consistent with our organizational goals.		15	63%	9	38%	0	0%	0	0%	0	0%	24	24	3.63	3.41	0.21
	16.	The IA activity sufficiently communicates its audit plans to management of areas being reviewed. This includes descriptions of audit objectives and scope of review.		18	75%	6	25%	0	0%	0	0%	0	0%	24	24	3.75	3.39	0.36
	17.	The IA activity effectively promotes appropriate ethics and values within our organization.		13	54%	10	42%	0	0%	0	0%	1	4%	24	23	3.57	3.53	0.04
	18.	The IA activity adequately assesses the effectiveness of risk management processes employed by management to achieve objectives.		13	54%	10	42%	0	0%	0	0%	1	4%	24	23	3.57	3.29	0.27
Internal Audit Process	19.	The IA activity competently assesses the adequacy and effectiveness of our organization's system of internal controls.		12	50%	12	50%	0	0%	0	0%	0	0%	24	24	3.50	3.34	0.16
	20.	The IA activity exhibits proficient project management and organizational skills to assure the timely completion of their audit engagements.		11	46%	11	46%	1	4%	0	0%	1	4%	24	23	3.43	3.27	0.16
	21.	The IA activity demonstrates sufficient knowledge of key information technology risks and controls in performing its audit engagements.		14	58%	9	38%	0	0%	0	0%	1	4%	24	23	3.61	3.25	0.36
	22.	The IA activity demonstrates sufficient knowledge of fraud to identify “red flags” indicating possible fraud when planning its audit engagements.		13	54%	9	38%	0	0%	0	0%	2	8%	24	22	3.59	3.37	0.22
	23.	IA activity audit reports are accurate, objective, clear, concise, constructive, complete, and timely.		13	54%	11	46%	0	0%	0	0%	0	0%	24	24	3.54	3.26	0.29
TOTAL RESPONSES													551	528	3.58	3.34	0.25	
TOTAL RESPONSES BY CATEGORY		312	56.6%	214	38.8%	1	0.2%	1	0.2%	23	4.2%							

26 = Number of Surveys Sent Out

24 = Number of Surveys Received at IIA