



ALGA

ALGA 2019 Satisfaction Survey (Biennial)

Results of the Association of Local Government Auditors 2019 Member Satisfaction Survey

Published October 2019

INTRODUCTION

The vast majority of ALGA members who responded to this survey report being satisfied or very satisfied with ALGA services. This report details the results of the 2019 ALGA Member Satisfaction Survey. This is a biennial survey sent to all ALGA members to get their feedback on ALGA programs and services as well as the benefits to the member, their organization, and the audit profession. The ALGA Board and Committees use the results to improve their services to ALGA members.

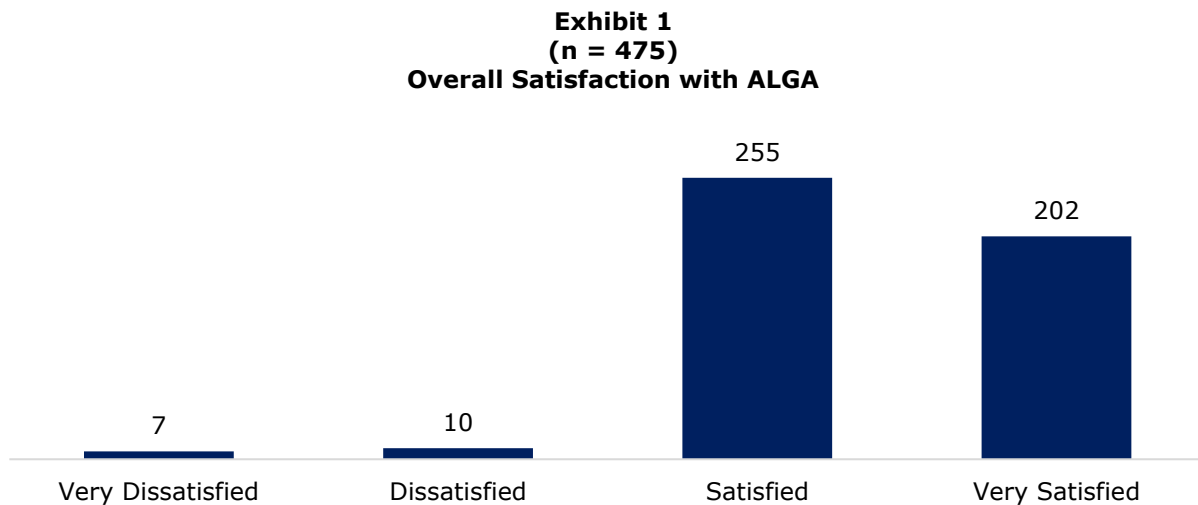
The survey results are not generalizable to the membership, but do provide insights into the respondents' satisfaction with services. ALGA sent the 2019 survey to over 2,600 ALGA members. 491 members responded to at least one question. This is a smaller number of responses than the 538 collected in 2017. The response rate this year is 19% (491/2627).

We divided the survey into two sections. The first section focused on member satisfaction with ALGA programs and services. The second set of questions focused on demographic information such as audit shop size, geographic location, and certifications. Since the survey did not require a response to every question, the number of responses varied for each question. The results and percentages are based on the number of responses to each question.

The ALGA Board of Directors is grateful to all the members who participated in the survey. We hope you find the results useful. If you did not participate in the survey, please consider participating in the next Member Satisfaction Survey in 2021. Survey results allow ALGA to improve programs and services to match the needs of our members.

SECTION I – SATISFACTION

Respondents reported being pleased with ALGA services, as 96 percent (457/475) indicated they were “satisfied” or “very satisfied” with services as shown in Exhibit 1. This is equivalent to the 2017 survey, in which almost 97 percent of respondents reported that they were satisfied or very satisfied.



Member Recommendations

There were 169 respondents who provided improvement ideas for ALGA services. Of those who responded, 37 provided affirmation of the services ALGA already offered. **The most frequently suggested areas for improvement were in education (65) and online services (34).**

Members requested improved training opportunities, especially as they relate to webinars and local activities.

- *“Provide more webinars as it becomes harder and harder to attend actual training or conferences in person.”*
- *“Offer more government CPE webinars included in the cost of membership.”*
- *“Increase the number of live, local training for CPE sessions.”*
- *“Is there a local chapter or a way we can come together with others in our area?”*

Respondents asked to have more information available on the ALGA website, especially for streamlined access, member lookup options, engagement in forums, and audit resources.

- *“The website has valuable information, but is hard to navigate and find what one is looking for. A re-organization would be great!”*
- *“Create a more user-friendly member directory.”*
- *“I believe the audit forum is not as widely used as the previous service because the website requires you to log in to respond.”*

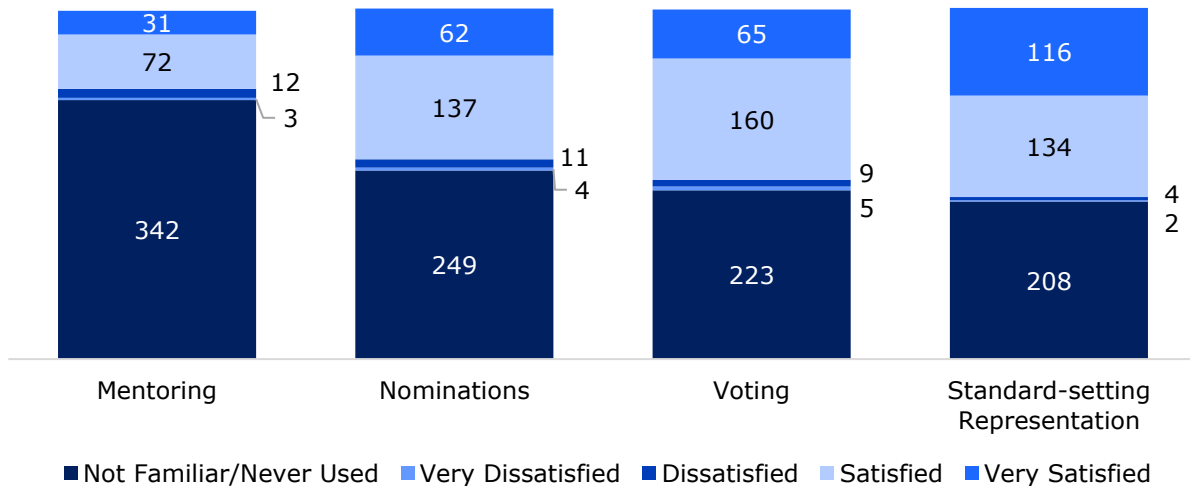
Respondents reported high levels of satisfaction with specific ALGA services. On average, 95 percent of members who were familiar with and used each of the 20 services listed in the survey for this year, reported feeling “satisfied” or “very satisfied”, as shown in Exhibit 2.

Exhibit 2 (n = 470) Satisfaction with ALGA Services					
ALGA Program/Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Familiar Never Used
Advocacy	37%	31%	2%	0%	30%
Awards program	25%	38%	5%	1%	31%
Annual conference	47%	26%	1%	1%	25%
Regional and local training	31%	38%	5%	1%	26%
Webinars	39%	43%	4%	1%	13%
Mentoring program	7%	16%	3%	1%	74%
Diversity, Equity, and Inclusion	19%	33%	4%	2%	42%
Surveys	30%	61%	1%	1%	8%
Staff services to members	36%	38%	1%	0%	25%
General website	25%	56%	10%	2%	7%
Website resources	28%	48%	6%	1%	17%
Member directory	21%	41%	4%	1%	33%
Nominating process	13%	30%	2%	1%	54%
Voting process for electing Board	14%	35%	2%	1%	48%
Peer review service	44%	23%	2%	1%	30%
Representation on standard-setting and advisory bodies	25%	29%	1%	0%	45%
Review and commentary on draft audit standards	27%	30%	1%	0%	42%
Work with other professional organizations	21%	35%	2%	0%	42%
Communication with members	39%	46%	1%	1%	13%
Local Government Auditing Quarterly	40%	40%	1%	0%	18%

As with the 2017 survey, it appears that many members are unaware of certain ALGA services, which may be attributed to the fact that about 25% of the respondents had been ALGA members for less than two years. On average, 31 percent of respondents had no familiarity with, or never used, each listed service. Exhibits 3-6 show the satisfaction levels of respondents for the various ALGA programs and services. Numbers to the right of the program or service are for satisfaction category levels too small to see the label.

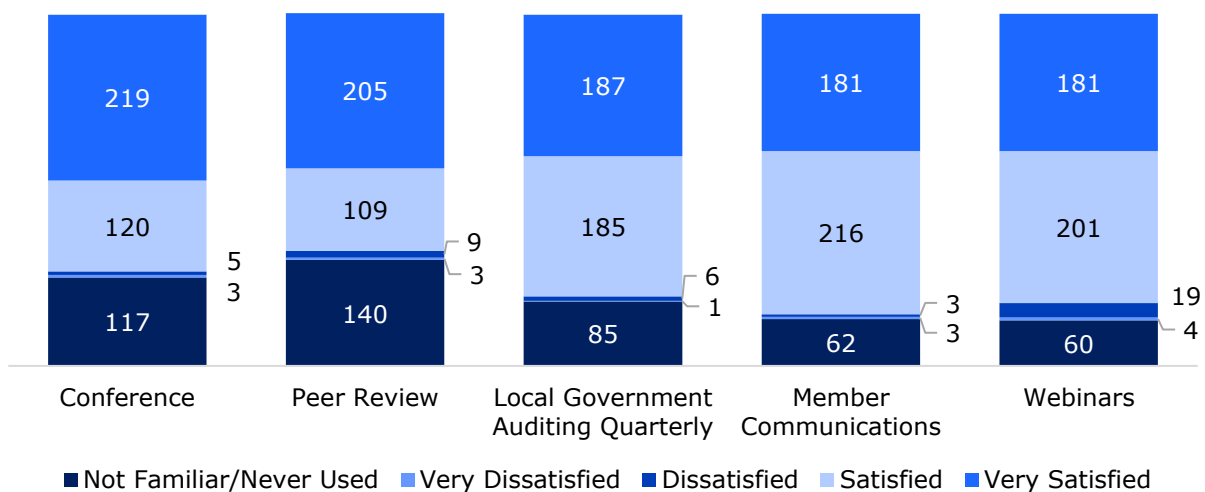
There were notable outliers affecting the satisfaction average. For example, 74 percent (342/460) of respondents were not familiar with the mentoring program, an increase of 5 percent from 2017. One member stated, *"It may be helpful to communicate the mentoring program a little more. I am not sure this is a widely known area, but it is a truly valuable service offered by ALGA."*

Exhibit 3
(n = 470)
Least Familiar or Unused ALGA Programs and Services



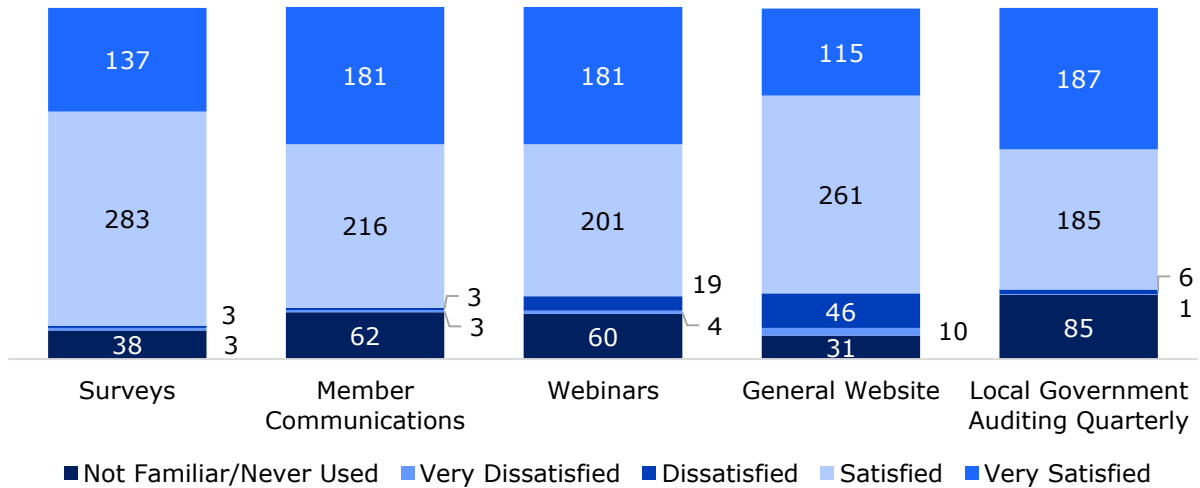
The programs and services with the top five very satisfied rankings were the annual conference, peer reviews, the Local Government Auditing Quarterly, member communications, and webinars. One of our members stated, *"The annual conference is tremendous and incredibly rewarding."*

Exhibit 4
(n = 470)
Very Satisfied with ALGA Programs and Services



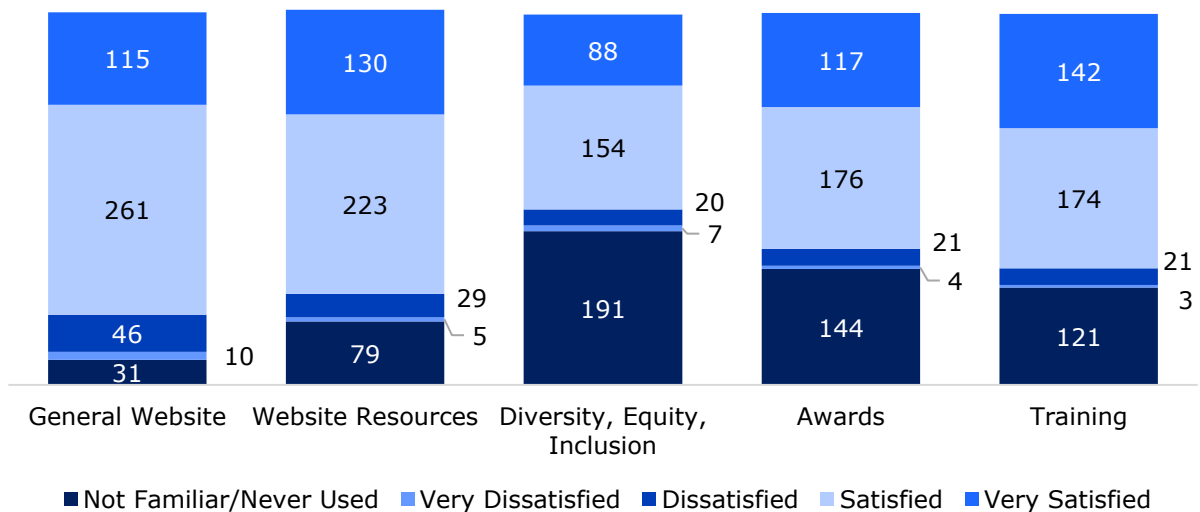
When combining the satisfied with the very satisfied responses, the top five categories change slightly with the replacement of surveys and the general website for the conference and peer reviews. One respondent said, "Webinars are a good value and can provide information in a short amount of time."

Exhibit 5
(n = 470)
Combined Satisfaction with ALGA Programs and Services



While the overall dissatisfaction rate is very low, looking at the specific services helps ALGA to focus on the more challenging programs and services. Even though the general website ranked fourth for overall satisfaction (376/463), it ranked first for overall dissatisfaction (56/463).

Exhibit 6
(n = 470)
Dissatisfaction with ALGA Programs and Services

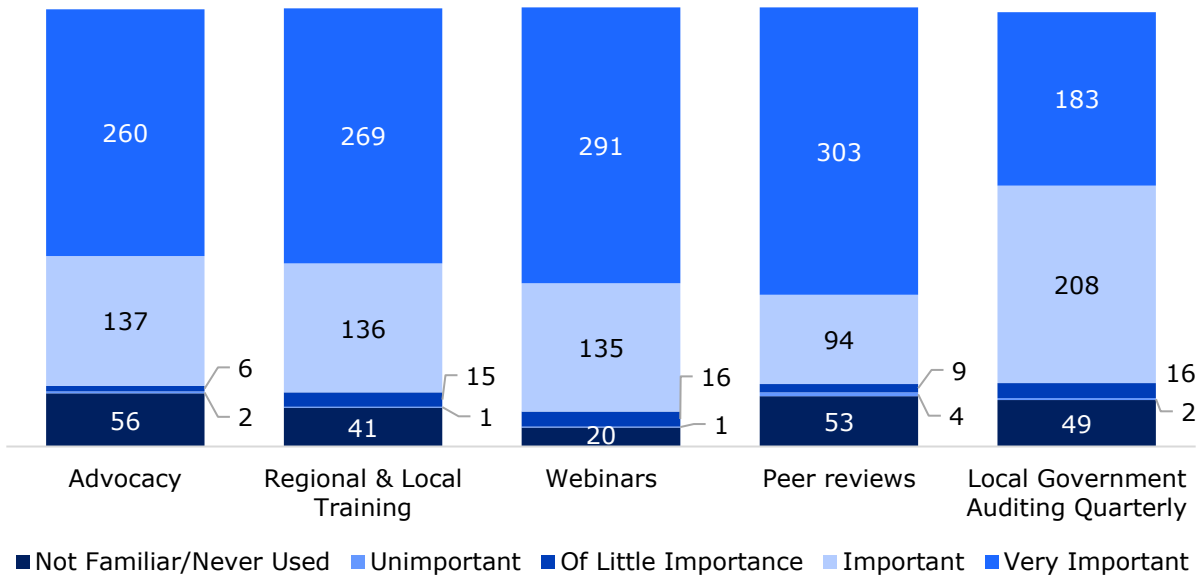


Survey respondents also rated the importance of various benefits as it related to themselves, their organization, and the profession. A table that combines all the results on various benefits and their level of importance is included in Exhibit 7.

Exhibit 7 (n = 467) Importance of ALGA Programs and Benefits					
ALGA Program/Benefit	Very Important	Important	Of Little Importance	Unimportant	Not Familiar Never Used
Advocacy for local government auditing	56%	30%	1%	0%	12%
Awards program	23%	37%	19%	3%	18%
Annual conference	54%	31%	5%	1%	10%
Regional and local training	58%	29%	3%	0%	9%
Webinars	63%	29%	3%	0%	4%
Mentor program	20%	27%	14%	2%	37%
Networking	46%	39%	5%	1%	9%
Job postings	33%	42%	11%	0%	13%
Audit abstracts	45%	36%	4%	0%	14%
Auditor forum	33%	38%	7%	1%	21%
Peer reviews	65%	20%	2%	1%	11%
Review and commentary on draft audit standards	39%	37%	5%	1%	19%
Local Government Auditing Quarterly	40%	45%	3%	0%	11%

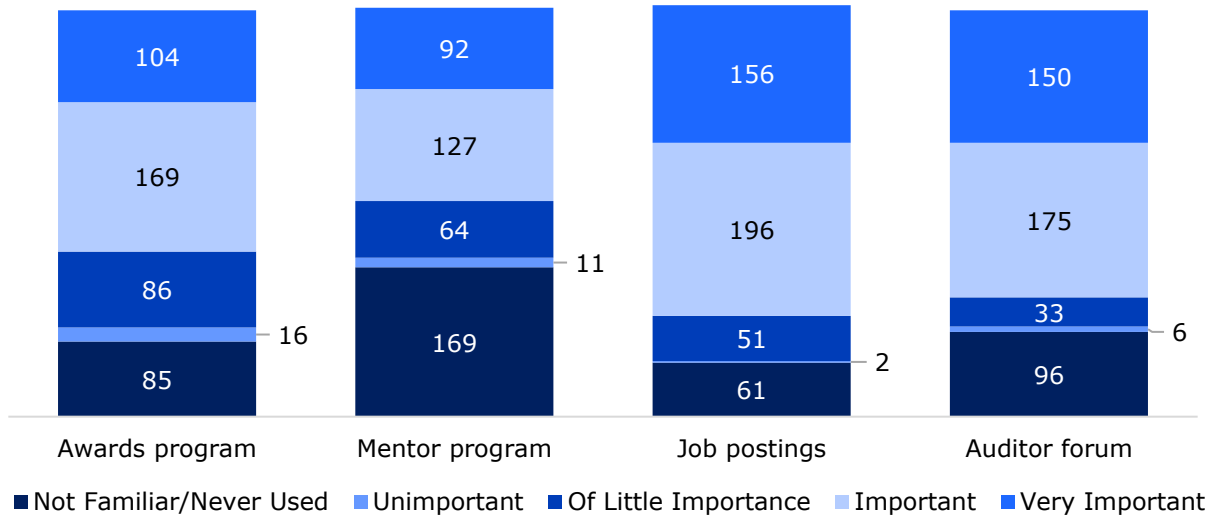
Respondents indicated that peer reviews, webinars, regional and local training, and advocacy for local government auditing are very important to them. The specific levels of importance on ALGA benefits are shown in Exhibits 8-10. Numbers to the right of the program or service are for categories too small to see the label. One of the comments was, *“Continue with the Peer Review Program. The most important service to the members.”*

**Exhibit 8
(n = 467)
Importance of ALGA Programs and Benefits**



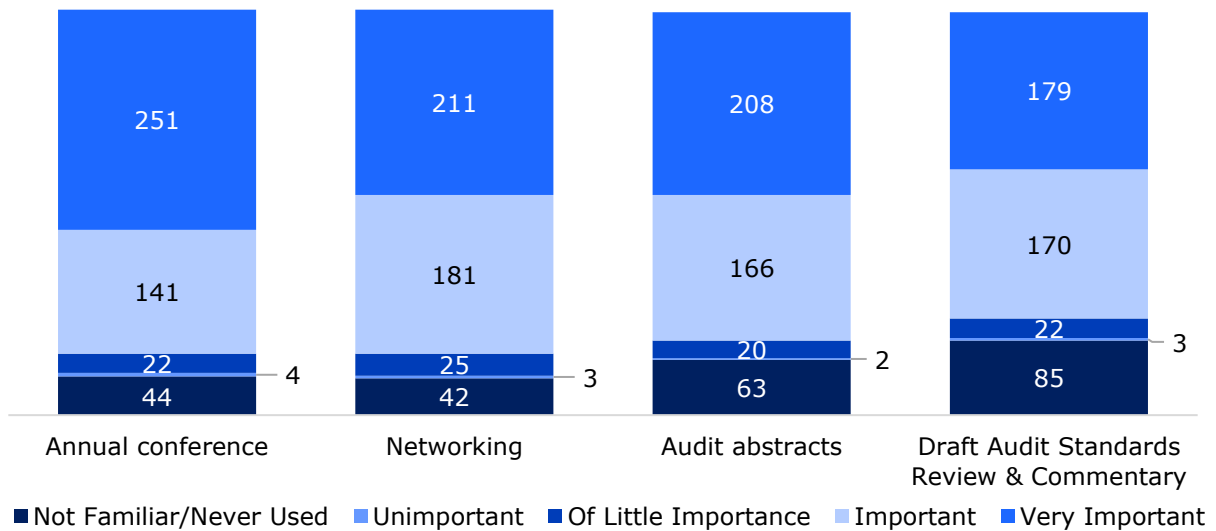
The mentor program, awards program, and auditor forum appear to be less important to members than other ALGA services.

Exhibit 9
(n = 467)
Importance of ALGA Programs and Benefits



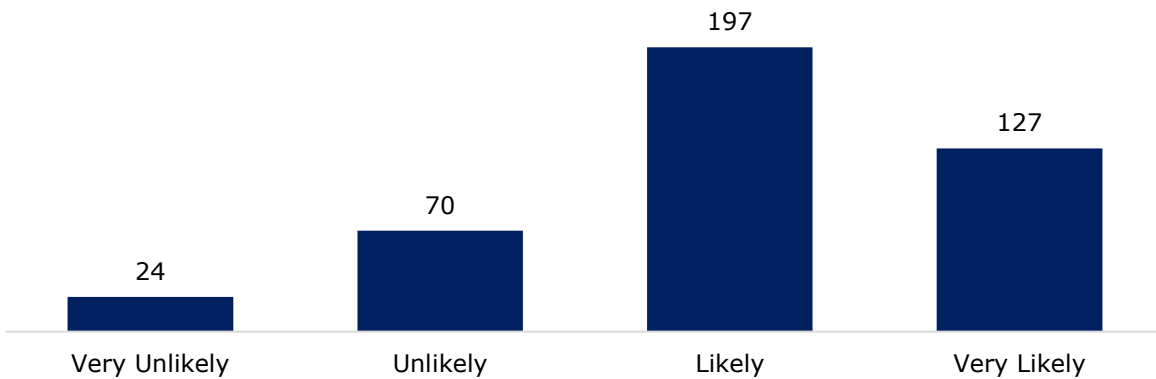
When combining the "important" and "very important" categories together, members consider the annual conference, networking, audit abstracts and ALGA's representation on audit standards programs very beneficial to them.

Exhibit 10
(n = 467)
Importance of ALGA Programs and Benefits



Approximately 2/3 of the respondents felt ALGA should allow for a method of voting for Board members other than the current in-person-only format in order to allow members who are unable to attend the Annual Conference to have their voice heard. ALGA's Constitution and Bylaws Committee is evaluating the Board nominations process, so additional questions about voting were added to this survey. As shown in Exhibit 11, nearly 70 percent (324/468) of those who responded felt they would likely take advantage of an additional way to vote for ALGA Board members should they be unable to attend the Annual Conference.

Exhibit 11
(n = 418*)
Likelihood of Using Other Voting Methods

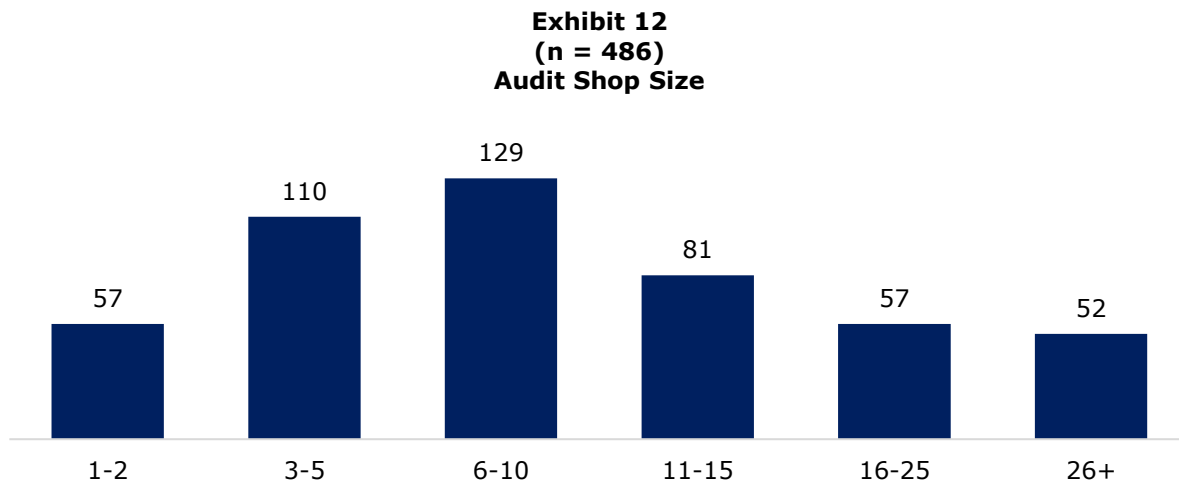


* 50 respondents vote at the annual conference

SECTION II – DEMOGRAPHICS

There were 14 respondents from Canada, 464 from the United States, and 2 from the Republic of the Marshall Islands. Ontario (6) and Manitoba (4) were the most highly represented Canadian provinces. California (91), Texas (60), and Florida (41) represented 40 percent of the audit shops in the United States and its territories. (See Appendix A for a list of the provinces, states, territories and countries represented.)

The largest portion of respondents were from audit shops with 6-10 full-time audit staff (129/486). Just over 60 percent of respondents were from shops with ten or fewer staff auditors (296) as shown in Exhibit 12.



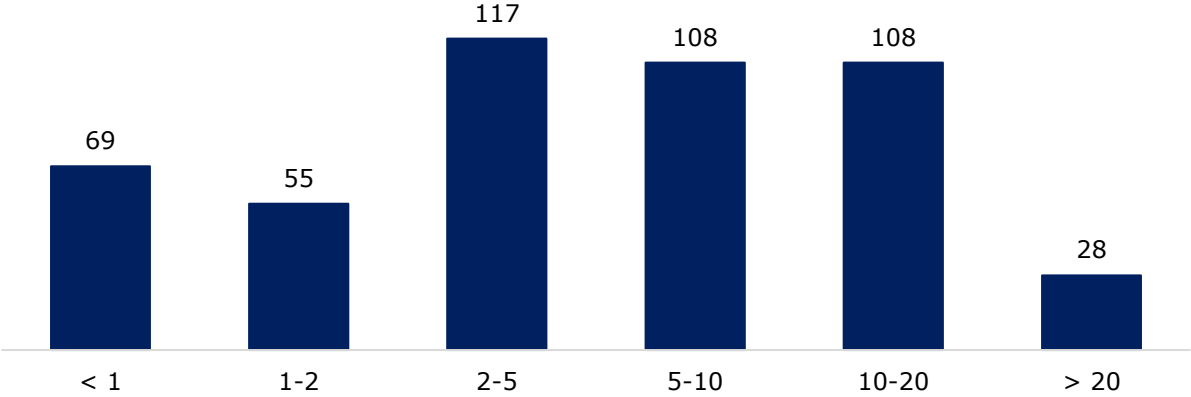
The majority of respondents reported they are in a staff role (256/484), compared with a management role (99) or a chief or deputy executive role (129) as shown in Exhibit 13.

Eight percent of respondents identified as IT auditors, investigators, or accountants (40).

Exhibit 13 (n = 484)		
ALGA Member Roles	# of Responses	% of Grand Total
Chief Audit Executive/Director	110	22.73%
Deputy or Assistant Executive	19	3.93%
Audit Manager	89	18.39%
Staff Auditor	226	46.69%
IT Audit Manager	5	1.03%
IT Staff Auditor	16	3.31%
Investigation Manager	3	0.62%
Staff Investigator	8	1.65%
Accounting Manager	2	0.41%
Staff Accountant	6	1.24%
TOTAL RESPONSES	484	100.00%

Similar to the results in 2017, almost half of the respondents (241/485) reported being a member of ALGA for fewer than five years as shown in Exhibit 14. Overall, about 25 percent of respondents have been a member of ALGA for fewer than two years.

Exhibit 14
(n = 485)
How many years have you been a member of ALGA?



Appendix A
Provinces, States, Territories and Countries
(Represented by at least one survey response)

Shop Location	# of Responses	% of Grand Total
Canada - Alberta	3	0.63%
Canada - British Columbia	1	0.21%
Canada - Manitoba	4	0.83%
Canada - Ontario	6	1.25%
US - Arizona	21	4.38%
US - California	91	18.96%
US - Colorado	17	3.54%
US - District of Columbia	8	1.67%
US - Delaware	3	0.63%
US - Florida	41	8.54%
US - Georgia	19	3.96%
US - Hawaii	9	1.88%
US - Illinois	4	0.83%
US - Indiana	4	0.83%
US - Kansas	5	1.04%
US - Kentucky	3	0.63%
US - Louisiana	1	0.21%
US - Maryland	15	3.13%
US - Massachusetts	1	0.21%
US - Michigan	8	1.67%
US - Missouri	7	1.46%
US - Nevada	11	2.29%
US - New Mexico	4	0.83%
US - New York	4	0.83%
US - North Carolina	17	3.54%
US - Ohio	5	1.04%
US - Oklahoma	8	1.67%
US - Oregon	27	5.63%
US - Pennsylvania	10	2.08%
US - South Dakota	1	0.21%
US - Tennessee	9	1.88%
US - Texas	60	12.50%
US - Utah	1	0.21%
US - Virginia	18	3.75%
US - Washington	24	5.00%
US - Wisconsin	7	1.46%
US - Wyoming	1	0.21%
Republic of the Marshall Islands	2	0.42%
TOTAL # of RESPONSES	480	100.00%