TIJ SATISFACTION SURVEY 2018

Findings of 2019

Ipsos Company Limited

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TIJ
THAILAND INSTITUTE OF JUSTICE

GAME CHANGERS

Ipsos

BACKGROUND & OBJECTIVES

Background

TIJ hosts a number of events and training programs in Thailand throughout the year.

As being a host, TIJ would like to measure satisfaction levels of those participants, who have attended the events (satisfaction results is needed for compliance requirements by the Thai Government).

Ipsos has conducted the event assessment for TIJ since 2013. Necessarily the results will be used to set priorities for TIJ's work and ensure that TIJ's services support participants for future events.

There are 6 events that were surveyed this year which will be presented in this report of findings.

Objectives

1. To measure the satisfaction level, opinions and attitudes of those who have attended TIJ's events & training that covers various aspects such as events as a whole, content of seminar/conference, location.
2. To identify strengths and weaknesses in each aspect, for examples, speakers, contents of event, atmosphere, location, value of attending the events etc.
3. To understand how stakeholders/partners think about TIJ as a whole.

TIMELINE & NO. OF COMPLETED SURVEYS

Training on the Management of Women Prisoners for Senior Correctional Staff in the ASEAN
20 December 2018
n=25 completed surveys

BKK Rules Anniversary
21 December 2018
n=82 completed surveys

Workshop for Emerging Leaders on the Rule of Law and Policy (Harvard IGLP)
10 January 2019
n=59 completed surveys

Public Forum on the Rule of Law and Sustainable Development 7th
11 January 2019
n=89 completed surveys

RoLD Program
1 August 2019
n=49 completed surveys

Public Forum on the Rule of Law and Sustainable Development 8th
23 August 2019
n=120 completed surveys

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KEY PERFORMANCE INDICATORS

- Overall satisfaction of TIJ events is high at 87.8, as compared to 87.6 in 2018.

87.8

Overall Satisfaction

87.6 in 2018

87.3

Public Forum

88.8

Training

86.2

Beneficial to profession

86.6 in 2018

86.0

Public Forum

86.7

Training

73

Net Promoter Score

55 in 2018

64

Public Forum

93

Training

Overall satisfaction and Beneficial to profession are based on 100% satisfaction scale
Net promoter score = Percentage of attendees who recommend minus those who do not recommend

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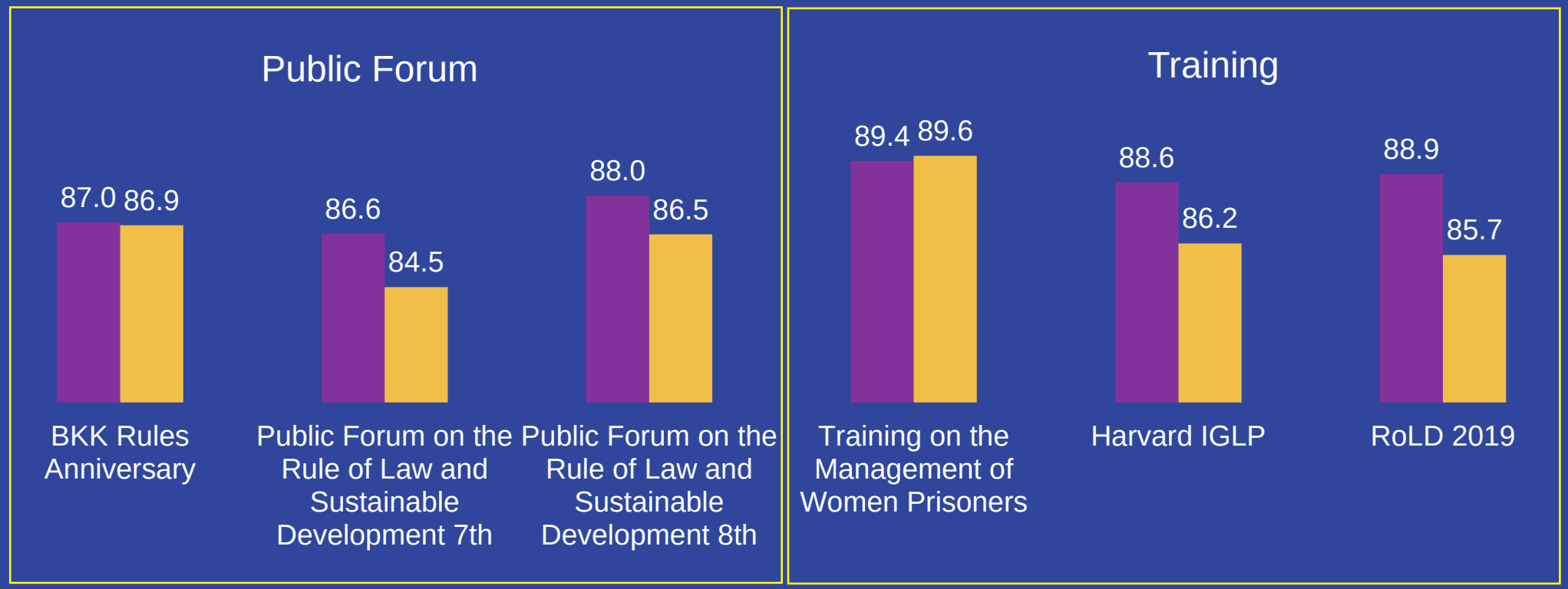
SATISFACTION BY EVENT

- There is relatively higher satisfaction of training than public forum. However benefit to profession are relatively lower than satisfaction level for Harvard IGLP and RoLD.



Overall satisfaction and Beneficial to profession are based on 100% satisfaction scale

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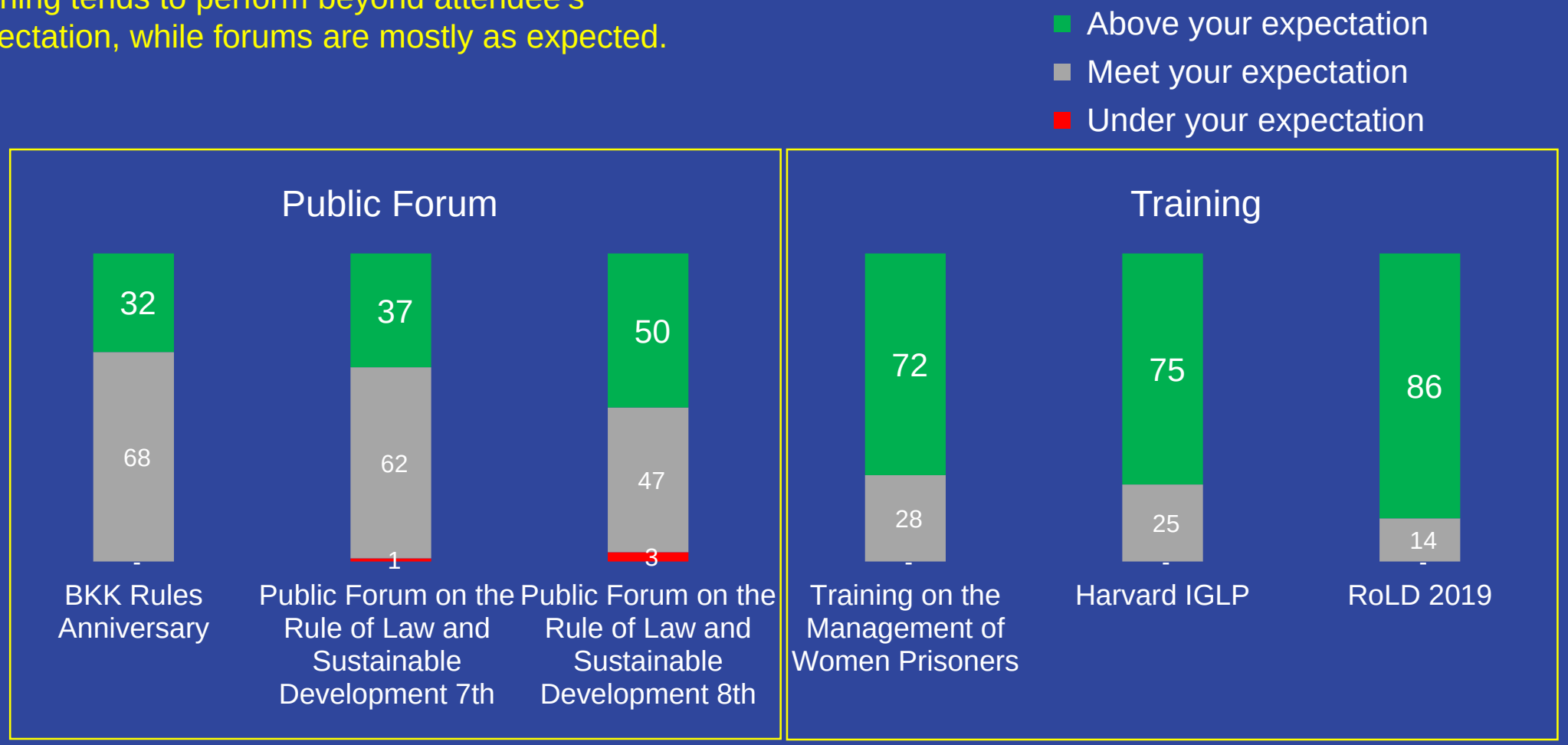
EXPECTATION MET BY EVENT

- Training tends to perform beyond attendee's expectation, while forums are mostly as expected.



Number is percentage of attendees who rate TIJ events according to expectation

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RECOMMENDATIONS FOR TIJ

TIJ TO MAINTAIN WHAT THEY PERFORM WELL IN ORGANIZING

Attendees are very satisfied with how TIJ runs the process starting from registration, information, facilities, breaks, food & beverages, reception parties, and opening & closing sessions. It removes the hassles and leaves good memory for attendees.

TIJ should learn from the relatively higher satisfying sessions such as Training for prison management and Public forum 8th

TIJ TO KEEP ON INVITING COMPELLING SPEAKERS & ATTENDEES

Attendees also are satisfied with their speakers as well as their fellow attendees. There are both good quality and good relationship being built. TIJ should continue building justice network among key influencers in the society for they are the ones who spread the justice concept to the wider society.

TIJ TO FOCUS MORE ON ACTION-ORIENTED SESSIONS

Many attendees recommend the sessions should increase more of experience-sharing sessions, examples, or exercises, while reducing the academic theories by scholars for they may be hard to understand and difficult to take real action. The simplicity will be useful if we want to have a wider justice network that covers different segments in society

THANK YOU

GAME CHANGERS