

BCI Australasian Chapter Feedback Survey Results. March 2010



BCI Survey Overview

The BCI Survey was conducted at the kick-off events around Australia during BCAW, and at the BC Summit in Sydney between 22nd and 26th March 2010. Altogether we received 126 survey forms, from every State, which is 30% of all the BCAW/Summit participants in 2010.

Of the respondents, 30% were BCI members and 70% were not BCI members. Although respondents may be active in the BC industry people, many are not experienced practitioners, or familiar with the purpose and activities of the BCI.

The numbers and percentages shown below are drawn from the full set of 126 survey forms, although not every respondent answered every question.

#	Feedback Survey Question	Yes	%	No	%	No answer or N/A	%	Unsure Neutral or	%
1	Have you ever visited the BCI Australasian Chapter Web site	78	62	48	38	0	0	0	0
	a. If no, is there a particular reason why?	<i>See below for summary responses and attached spreadsheet for detailed responses</i>							
2	Did you find the BCI Australasian Chapter website useful for your needs?	71	56	7	6	48	38	0	0
	a. If no, what are the reasons?	<i>See below for summary responses and attached spreadsheet for detailed responses</i>							
	b. Do you have any suggestions to add to or improve the BCI Australasian Chapter website?	<i>See below for summary responses and attached spreadsheet for detailed responses</i>							
3	Have you previously attended one or more local BCI Australasian Chapter Forum Meetings?	59	47	64	51	2	2	1	1
	a. If no, is there a particular reason why?	<i>See below for summary responses and attached spreadsheet for detailed responses</i>							
4	What subjects/topics would you find valuable from local BCI Australasian Chapter Forum Meetings?	<i>See below for summary responses and attached spreadsheet for detailed responses</i>							
	a. Presentations on business continuity principles and practices?	105	83	3	2	18	14	0	0
	b. Case studies / project reviews by members / organisations?	120	95	0	0	5	4	1	1
	c. Presentations by business continuity vendors / service providers?	72	57	29	23	22	17	3	2

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Feedback Survey Question #	Yes	%	No	%	No answer or N/A	%	Unsure Neutral or	%
d. Presentations on subjects more loosely related to BCM?	74	59	17	13	30	24	5	4
e. Member discussions and panels on a chosen theme or industry?	94	75	9	7	22	17	1	1
f. Are there other topics that you think should be presented or discussed at local forum meetings?	<i>See below for summary responses and attached spreadsheet for detailed responses</i>							
5 Have you ever taken advantage of discounted entry to a BCI-endorsed conference?	37	29	88	70	1	1	0	0
6 Should the Chapter establish a Business Continuity Awards event for the Australasian region?	73	58	14	11	28	22	11	9
a. Would you support / attend an Awards Event (e.g. a presentation dinner)?	65	52	25	20	26	21	10	8
7 Do you use Facebook, LinkedIn or a similar social networking site?	62	49	60	48	4	3	0	0
a. Would you support/ participate in a social network site run by the BCI Australasian Chapter?	65	52	37	29	18	14	6	5

Question 1

A small majority (62%) of people had visited the website. For those who hadn't, this was due to them being unaware that the site existed, being new to the industry, using the worldwide or UK site instead, or due to time constraints. The most popular reason, unawareness, was given by mostly non-members.

Question 2

For those who had visited the site, (78 respondents), 91% of those (i.e. 71 respondents) reported that they had found the site useful for their needs.

The comments made by those who hadn't found the site useful and those who had suggestions for improving the site were combined. (21 useful comments) Suggestions to add or improve the website included:

- Having updates/reminders for members
- More information
- Research and case studies
- Being similar to the worldwide or UK site,
- Being easier to use

- Having discussions/forums,
- Links to other companies, websites and resources
- Being more interesting
- Having more resources to download.

Question 3

Those surveyed were divided approximately in half in terms of those who had previously attended a local forum meeting (59) and those who hadn't (64). For those who hadn't, the two most popular reasons were:

- Being new to the industry
- Not being aware of their existence

Question 4

For all the topics listed in 4a through to 4e, the majority of those surveyed gave a positive response regarding whether they would find these topics valuable at forum meetings.

In order of popularity they were:

1. Case studies/project reviews (b)
2. Presentations on business continuity principles and practices (a)
3. Member discussions and panels (e)
4. Presentations on loosely related subjects (d)
5. Presentations by vendors/service providers (c)

When asked whether there were any other topics worth being presented or discussed at forum meetings, those surveyed gave a multitude of responses. The most popular included:

- Case studies/research
- Risk management
- Crisis management
- Emergency management
- Resilience

Someone pointed out that local case studies and research would be more valuable than overseas case studies and research.

Question 5

70% of those surveyed claimed to have **not** taken advantage of discounted entry to BCI-endorsed conferences.

Question 6

Over half of those surveyed (58%) responded positively to the question about holding an awards event. A slightly smaller percentage (52%) indicated they would support or attend such an event.

Question 7

Those surveyed were divided approximately in half in terms of those who use a social networking site (49%) and those who do not. (48%). 52% said Yes when asked if they would support such a site.

Question 8

There were a great variety of comments made in response to question 8 on other events they would like to see. Some of the more popular responses include:

- Case studies/research (again, two people pointed out that they would prefer relevance to Australian events)
- General information on BCM
- Having meals along with the meetings.
- Some comments were made on the awards night and social networking site.

Question 9

Again, a large number of comments were made in response to question 9. "Do you have any other comment?" The most popular suggestions included having meetings or working with other organisations and better promotion of BCAW.

There were also 12 positive comments made about the current running of events and being satisfied with the current support, and a few comments made surrounding the awards night and social networking site.