

Saint Petersburg International Business Association



Annual Satisfaction Survey Results

Saint Petersburg, 2010



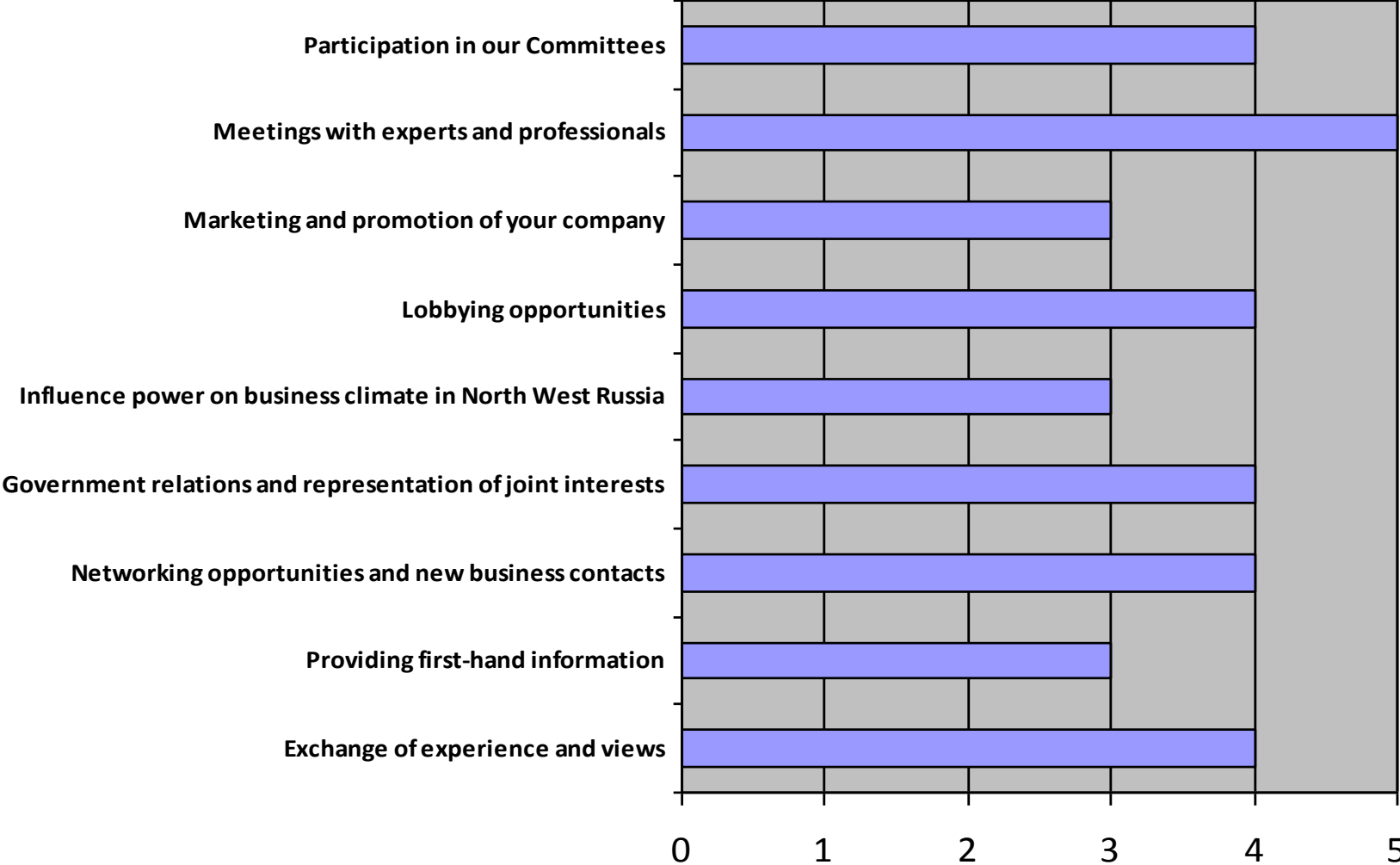


Service Characteristics



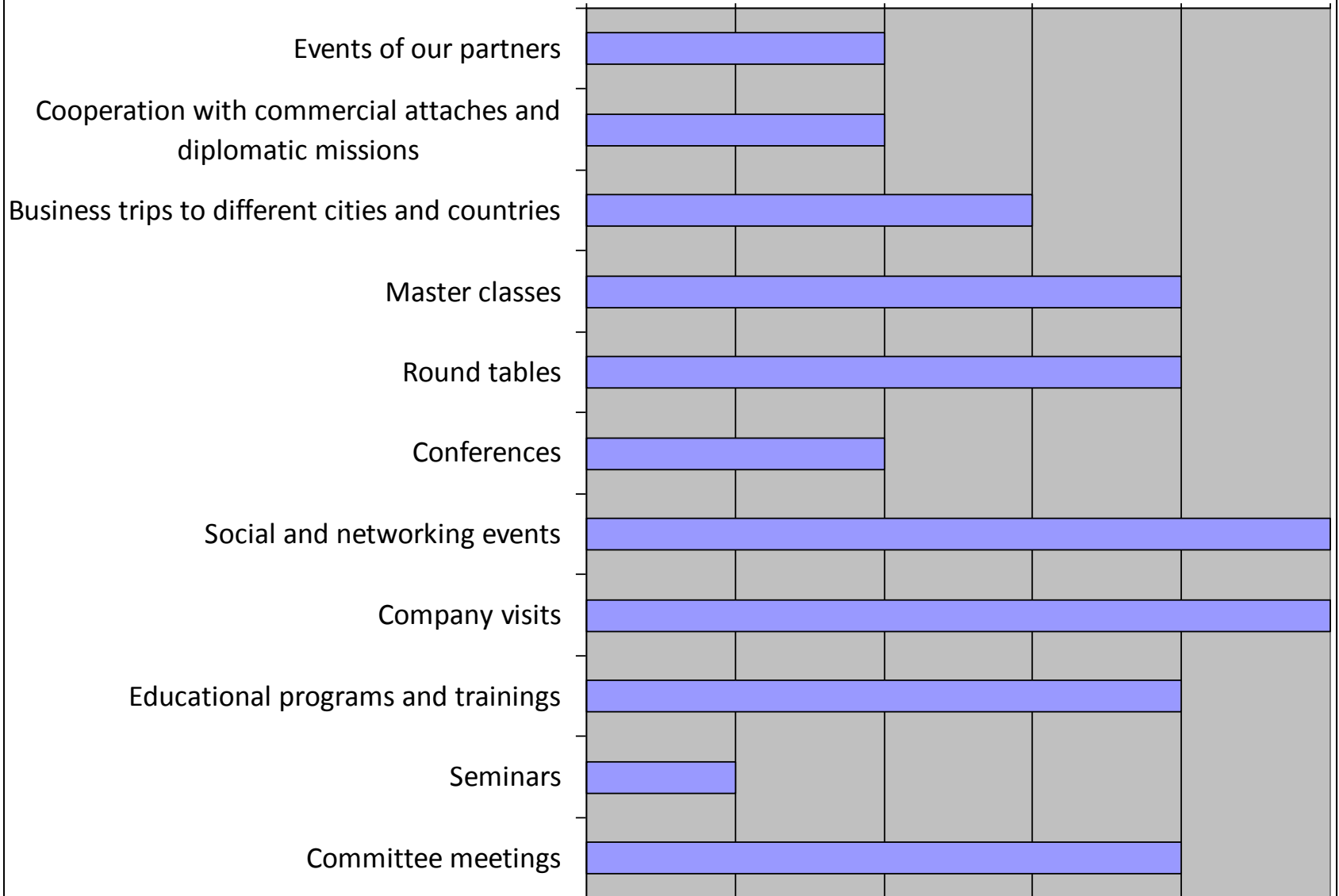
	excellent&above average	average	below average&poor
Topics and content of our events	90,2%	7,3%	2,4%
Organization	80,0%	15,0%	5,0%
Atmosphere	83,0%	12,2%	4,9%
Communication with our members	70,7%	24,4%	4,9%
Work of our staff	90,2%	4,9%	4,8%
External communications and mass media	62,5%	30,0%	7,5%

Rating of SPIBA activities that are more beneficial for members



Rating of events

0 1 2 3 4 5





Additional comments



What should we improve on ?

- Be more strict with the budget
- Organization
- Proof-read SPIBA site materials and announcements before making them public
- Marketing and promotion



Additional comments

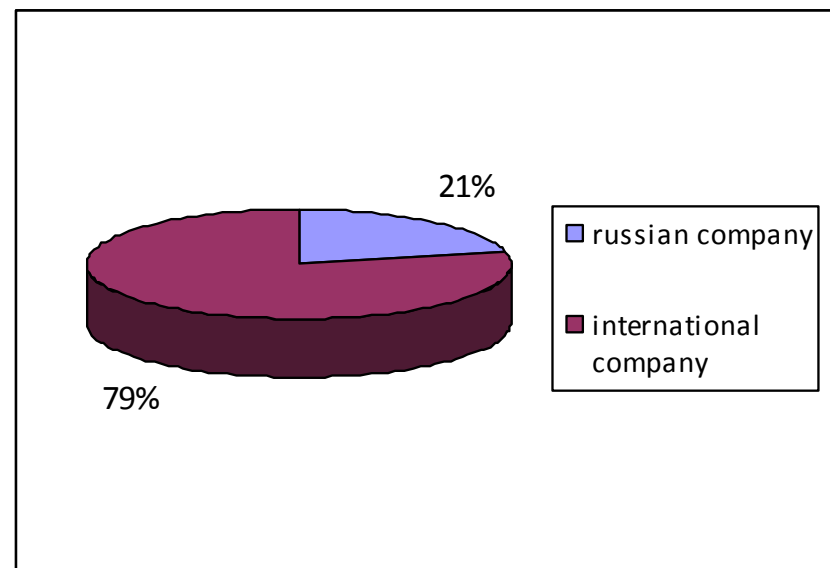
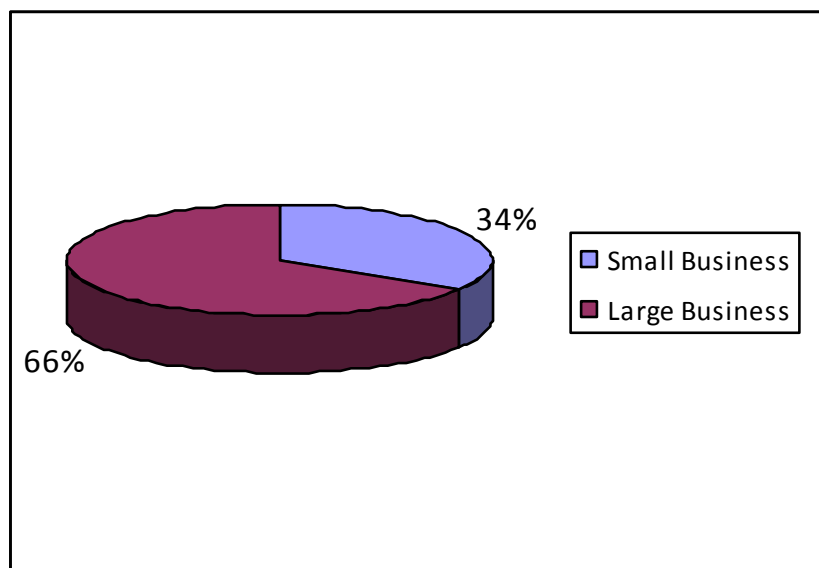


What do we do best?

- Networking
- New executive director Ludmila Murgulets is very professional, active! She reanimated SPIBA activities! Level of SPIBA has really grown. You can't see it right away, but it is true. Thank you, Ludmila!
- All your activities are excellent
- The SPIBA life has revived. All events are interesting and useful.
- Self-promotion.
- Attracting bright speakers, inventing new creative formats
- Committies and meetings with experts



Info about companies participated in the survey





SPIBA builds bridges

