



OFFICE OF
INSPECTOR GENERAL
U.S. DEPARTMENT OF THE INTERIOR

2012

OIG ANNUAL SURVEY RESULTS

Note: Please refrain from printing, or coordinate to print one copy per office, due to the size of the document.



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Background

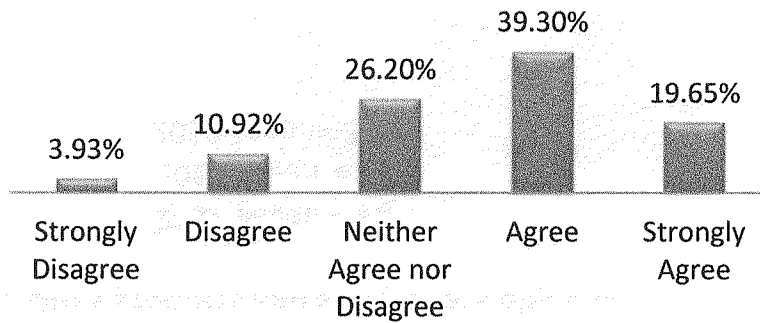
- 82% of employees completed the survey (228/ 276)
 - In 2010, 88% of employees completed the survey (238/ 270)
 - -In 2011, 85% of employees completed the survey (225/264)
- Responses were, in general, on a five point scale from “strongly disagree” to “strongly agree”. Results are reported by the average score (mean) as well as the frequency distribution.
- For comparison purposes, 2010 and 2011 means are included in the data that follows. We indicated where question wording differed.
- This year, we grouped questions by strategic objective. We also aligned the open-ended comments with the strategic objectives.
- The majority of questions were asked to both supervisors and non-supervisors. We indicate where the question was asked to only one group or the other.



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3. The OIG conducts its work in a manner that is independent (free from improper influence) from the Department.

2012 Mean = 3.60
2011 Mean = 3.76
2010 Mean = 3.75*



* 2010 question was "The OIG produces work that is objective and independent."



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Customer Comments

- I've become very concerned of late with the OIG's independence and honesty. We go after people who ignore subpoena's and stretch the truth (to put it nicely). Seems like our mission statement and vision are just words on paper and not something we should live by. We should refocus the effort on independence and honesty, rather than who is using or not using Sharepoint.
- What is up with asking the Department if they are okay with OIG looking at programs and areas and not looking when DOI says they would prefer we don't. That is clearly against the independence model. You have experts SME's within and you don't take the word of them but do the DOI. That is crap!
- Wake up and quit trying to to 'get approval' from DOI...we have job to do. The balance and independence model seems to be missing....the 'appearance' is there that the OIG has to ask the DOI is they can and actualally...us SES'r's know it is the truth because you do ask DOI if it is 'okay to look at things'... enough is enough. Get back to being independent and lets get ourselves some respect and demonstrate to the tax payers why we were hired.
- Good luck....there is a balance which I know is tried here....but it seems the scales have shifted too far into the non-independent world that we need to review ourselves again and get it back to being balance.



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Overall Comments

- 1) Make it so I can go backward in questions on these surveys. It's absurd that I can't think about the questions that I'm unsure of while I fill out the easier ones.
2) Find a way to improve SharePoint speed. It's embarrassing.
3) The SharePoint training we got initially was borderline useless. I don't care what the history of the product is, tell me how to use it, how to set up component/project pages, etc.
4) Why did we hire people to work in our SharePoint department that have no prior experience with the software?
5) Next time you decide to hire new supervisors, you should probably work out their roles BEFORE selecting them. 3+ months after the selection and the meetings to work out those roles just happened last week?
6) What is it with all the Hawaii trips?
7) Be careful with how much reports get softened to avoid 'slamming' the Department in the interest of maintaining a good relationship. If they did something horribly wrong, it isn't our job to soften the blow.
8) Same goes for OGC. Relying on SOL to make all the big decisions is like the prosecutor resting without arguing its case.
9) Why do I have to call Vera in Hawaii when I want training? We have 3 training staff in Herndon and I don't use them to register for training? What do they do?
10) Who is writing all of these crazy policies for AIE? I'm sorry if I put my referencer comments in red instead of 'deep magenta,' but come on. I understand and deeply agree with the drive to ensure quality, correct products leave this office. I don't agree with arbitrarily slapping people on the wrist by making them 'in the yellow' or 'in the red' because an individual largely detached from the projects themselves seems to think that project is at risk of slipping a day past their deadline.
11) Find a way to improve SharePoint speed. And this isn't a software 'accelerator'; something is deeply wrong with our hardware or implementation. Forcing people to use it isn't user adoption, it's torture. User adoption will start gaining ground when something critical (like autoaudit) is moved into SharePoint IF it isn't annoying to use. Current speeds will just be strained further when there is more use; set up the infrastructure, and the users will be there eventually. If it's still painfully slow when autoaudit is migrated over, expect a mutiny.



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Overall Comments

- I think there is widespread distrust and low morale in the organization right now. There are at least perceptions the acting IG and COS did not do the right thing, ie, improperly quashed investigations, and have not been forthright with Congress. These may not be accurate, but are perceptions nonetheless, and I think very demoralizing for this organization and has resulted in loss of faith and trust in them as leaders. Despite the many good things they have done and may continue to do, its hard to get past this issue.
- 1. SharePoint: poorly planned, very poor and inadequate training, poor communication, inability to adequately answer questions, moving too fast. Makes one wonder what the real objective is. Looks like the objective is to check off a block and say "look what I did" whether it is working well or not.
 2. A lot of what we do makes one think that the media is more important than the message.
 3. Actions speak louder than words, however, in many cases actions don't back up the words.
 4. Travel and training dollars do not appear to be equitably distributed.
 5. We spend more on 1 week of training for some senior people (AIGs, DAIGs and above) than my work unit has for the year.
 6. This organization has work horses, who pull the heavy loads, and show horses, who get taken care of.
 7. In my opinion, senior management is sometimes more interested in what they want to hear, not what is really happening.
 8. In my opinion, senior management is too often inclined to do what they want, rather than listen to the advise of staff experts.