



Survey of Montgomery County Employees

March-May 2013

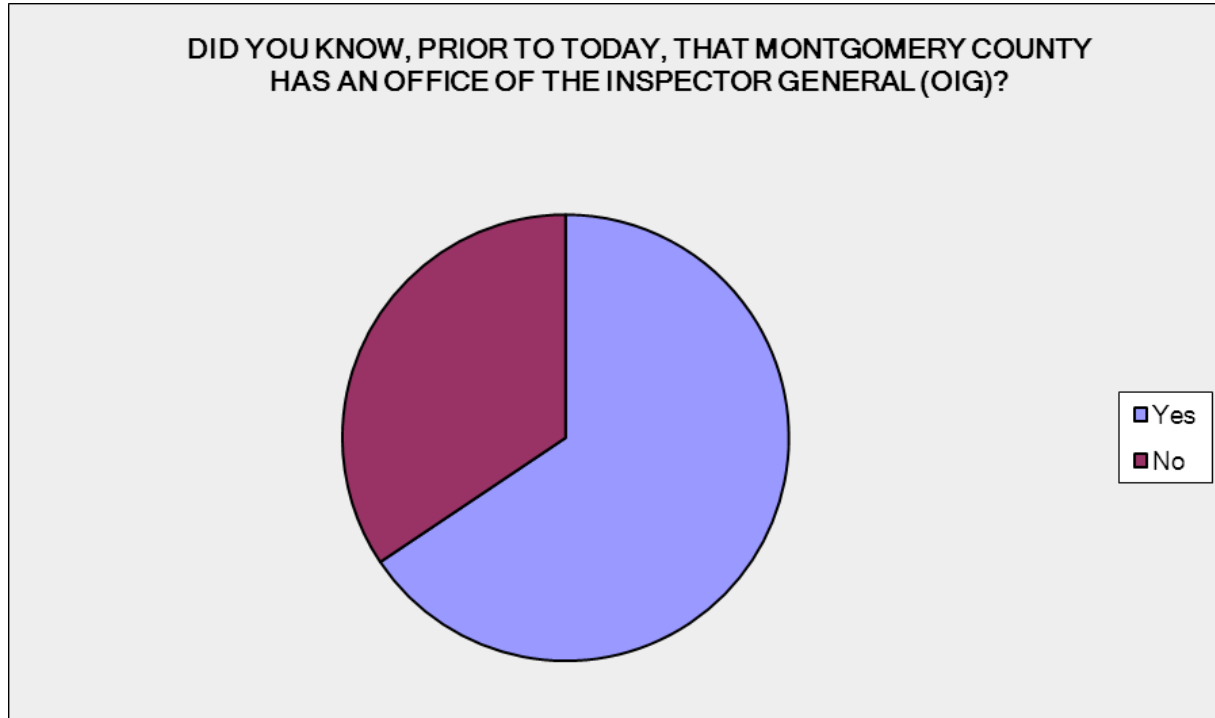
MONTGOMERY COUNTY MARYLAND

OFFICE OF THE INSPECTOR GENERAL



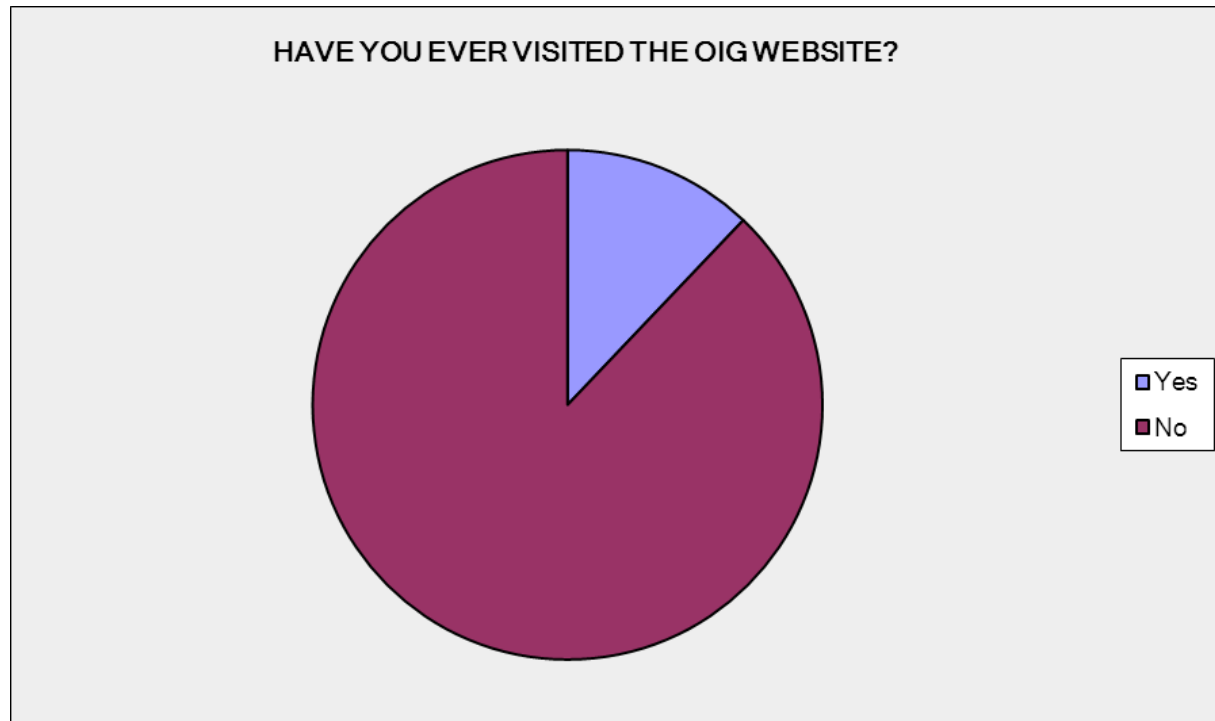
DID YOU KNOW, PRIOR TO TODAY, THAT MONTGOMERY COUNTY HAS AN OFFICE OF THE INSPECTOR GENERAL (OIG)?

Answer Options	Response Percent	Response Count
Yes	65.6%	657
No	34.4%	345
<i>answered question</i>		1002
<i>skipped question</i>		0



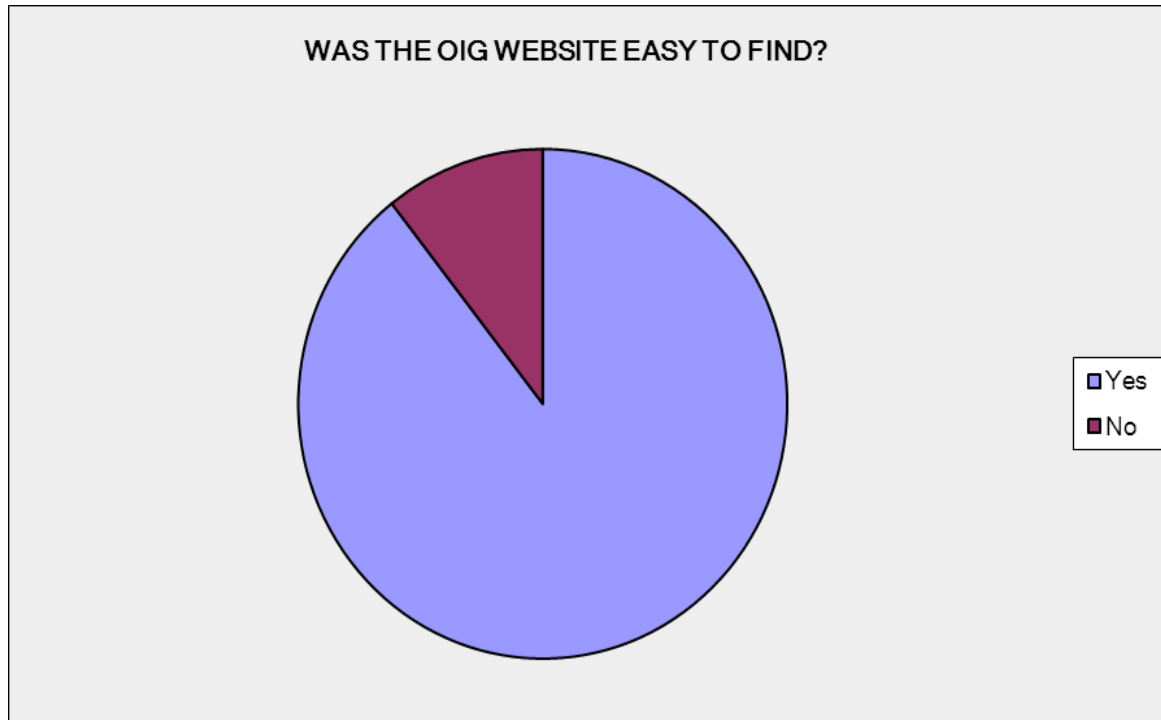
HAVE YOU EVER VISITED THE OIG WEBSITE?

Answer Options	Response Percent	Response Count
Yes	12.1%	121
No	87.9%	881
<i>answered question</i>		1002
<i>skipped question</i>		0



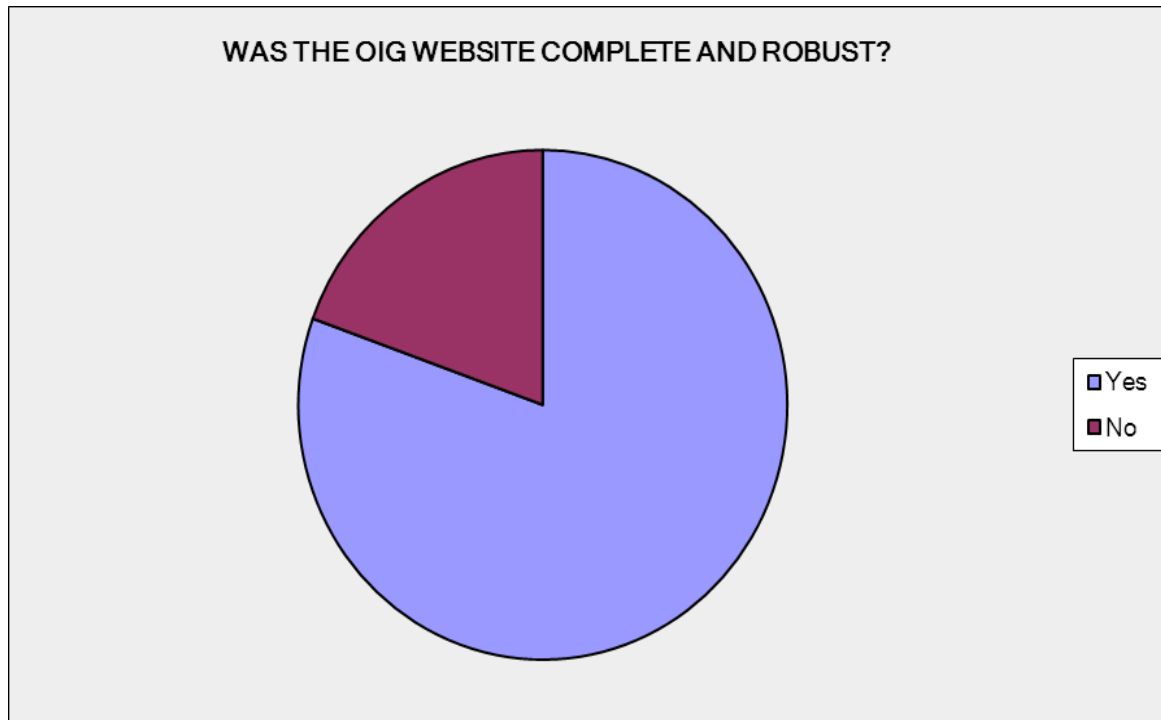
WAS THE OIG WEBSITE EASY TO FIND?

Answer Options	Response Percent	Response Count
Yes	89.4%	101
No	10.6%	12
<i>answered question</i>		113
<i>skipped question</i>		889



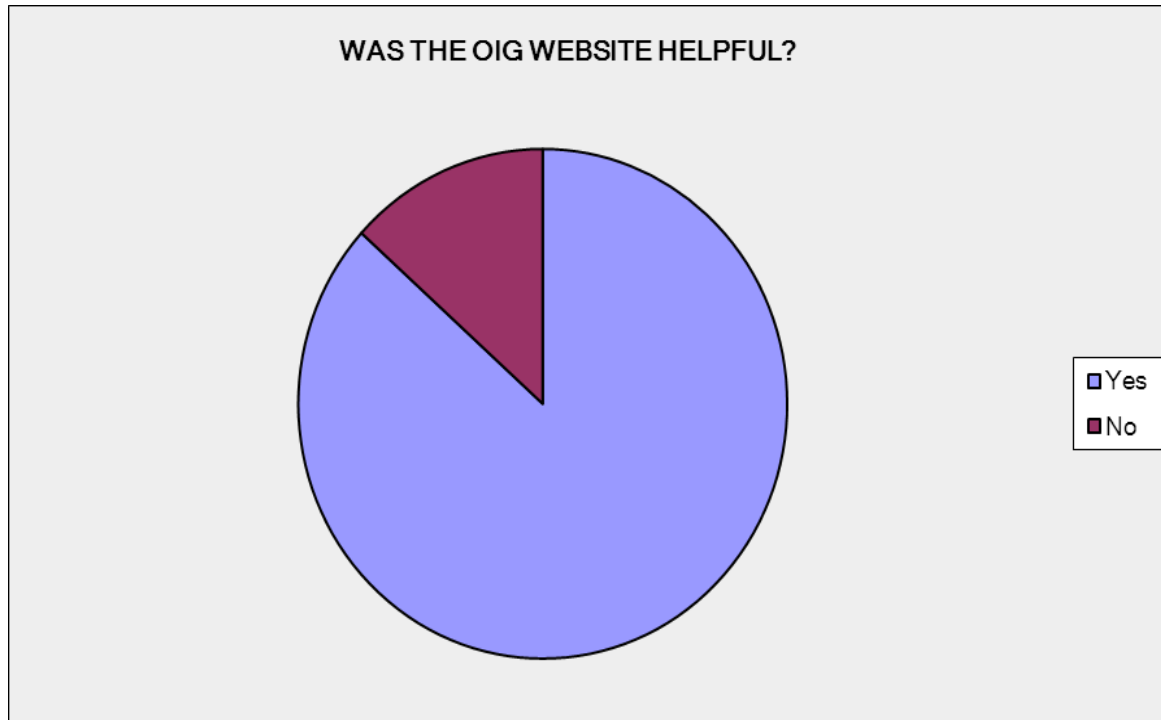
WAS THE OIG WEBSITE COMPLETE AND ROBUST?

Answer Options	Response Percent	Response Count
Yes	80.5%	91
No	19.5%	22
	<i>answered question</i>	113
	<i>skipped question</i>	889



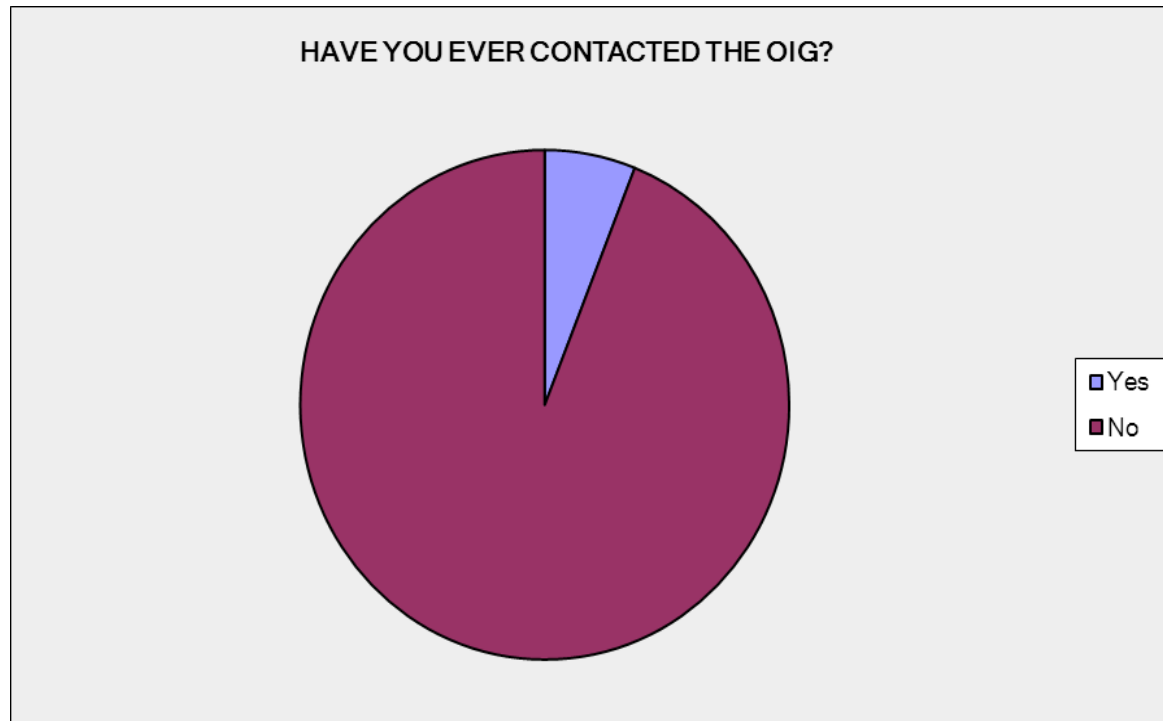
WAS THE OIG WEBSITE HELPFUL?

Answer Options	Response Percent	Response Count
Yes	86.7%	98
No	13.3%	15
	<i>answered question</i>	113
	<i>skipped question</i>	889



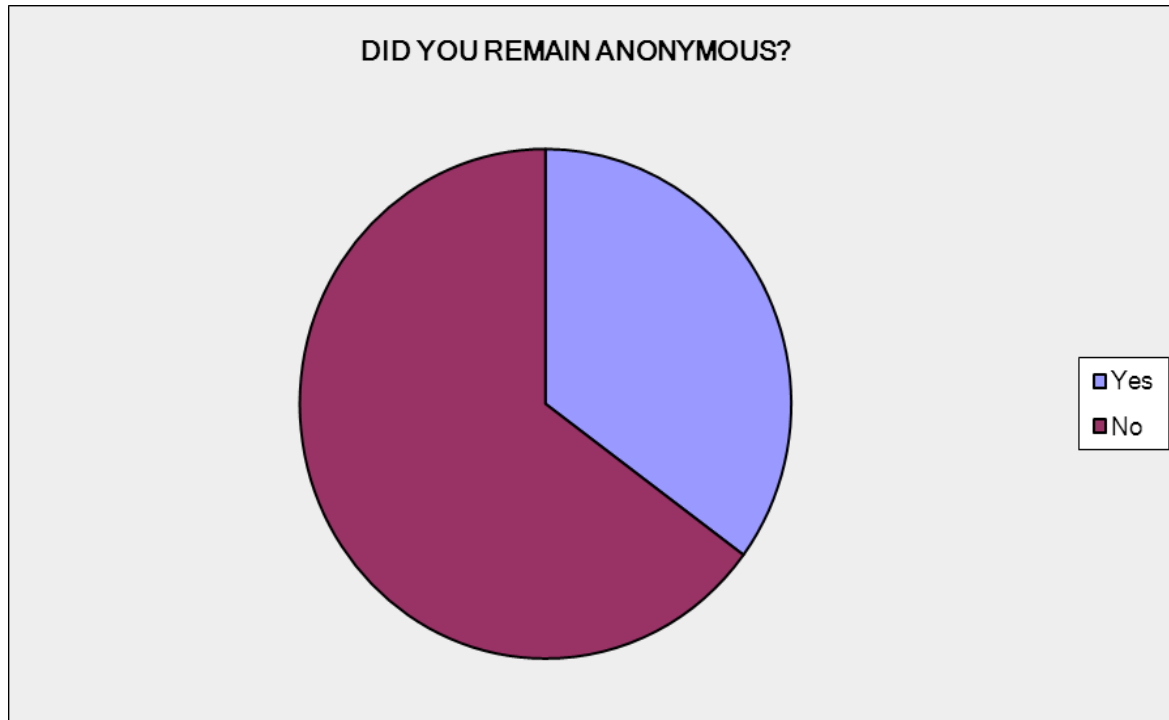
HAVE YOU EVER CONTACTED THE OIG?

Answer Options	Response Percent	Response Count
Yes	6.0%	59
No	94.0%	931
<i>answered question</i>		990
<i>skipped question</i>		12



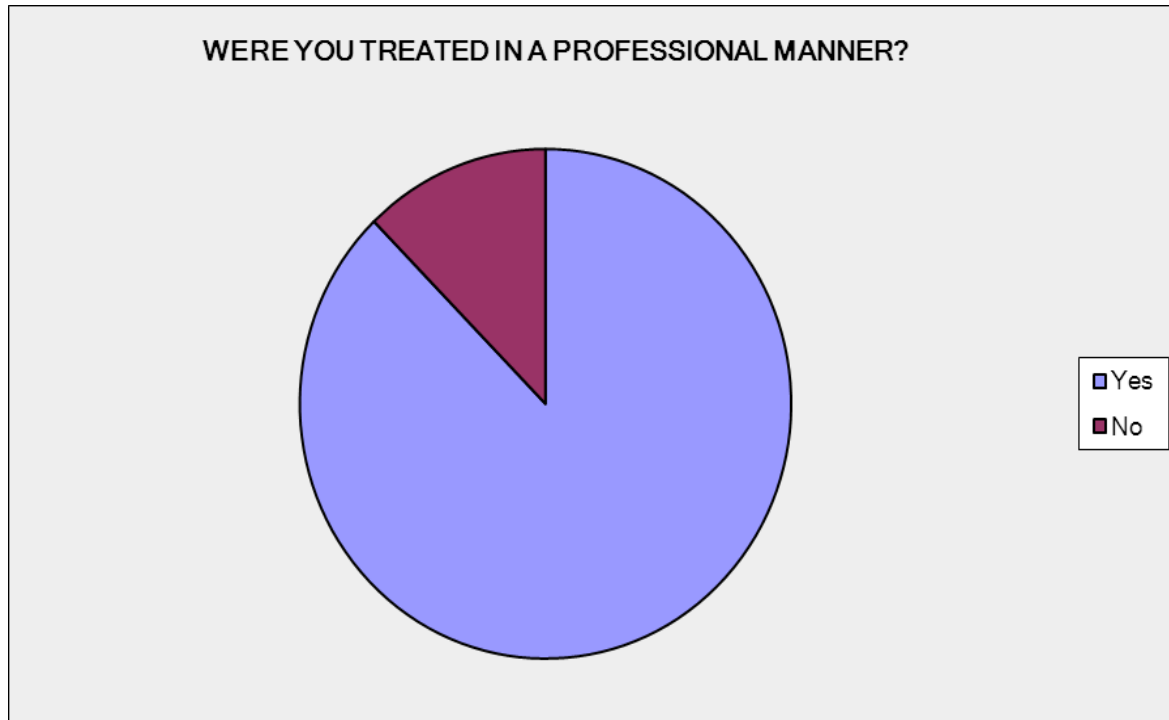
DID YOU REMAIN ANONYMOUS?

Answer Options	Response Percent	Response Count
Yes	35.1%	20
No	64.9%	37
<i>answered question</i>		57
<i>skipped question</i>		945



WERE YOU TREATED IN A PROFESSIONAL MANNER?

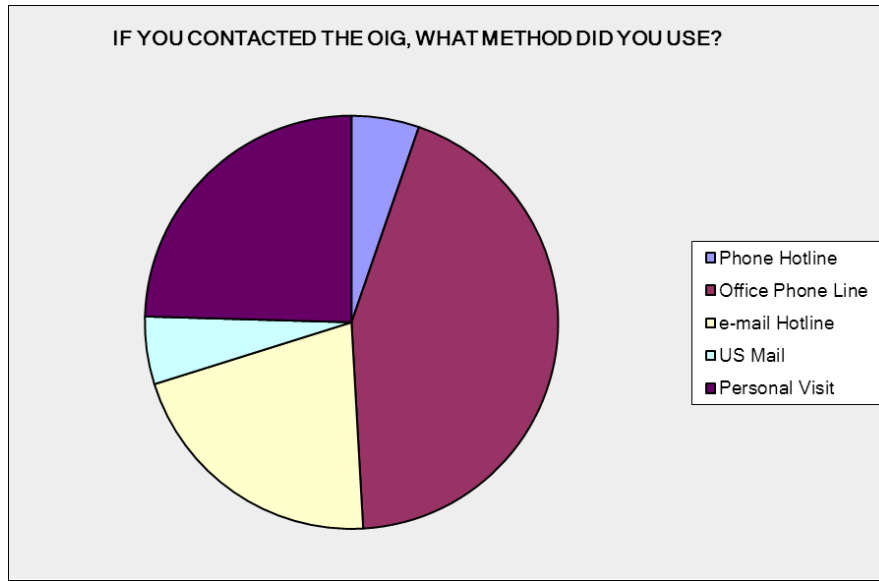
Answer Options	Response Percent	Response Count
Yes	87.7%	50
No	12.3%	7
<i>answered question</i>		57
<i>skipped question</i>		945



IF YOU CONTACTED THE OIG, WHAT METHOD DID YOU USE?

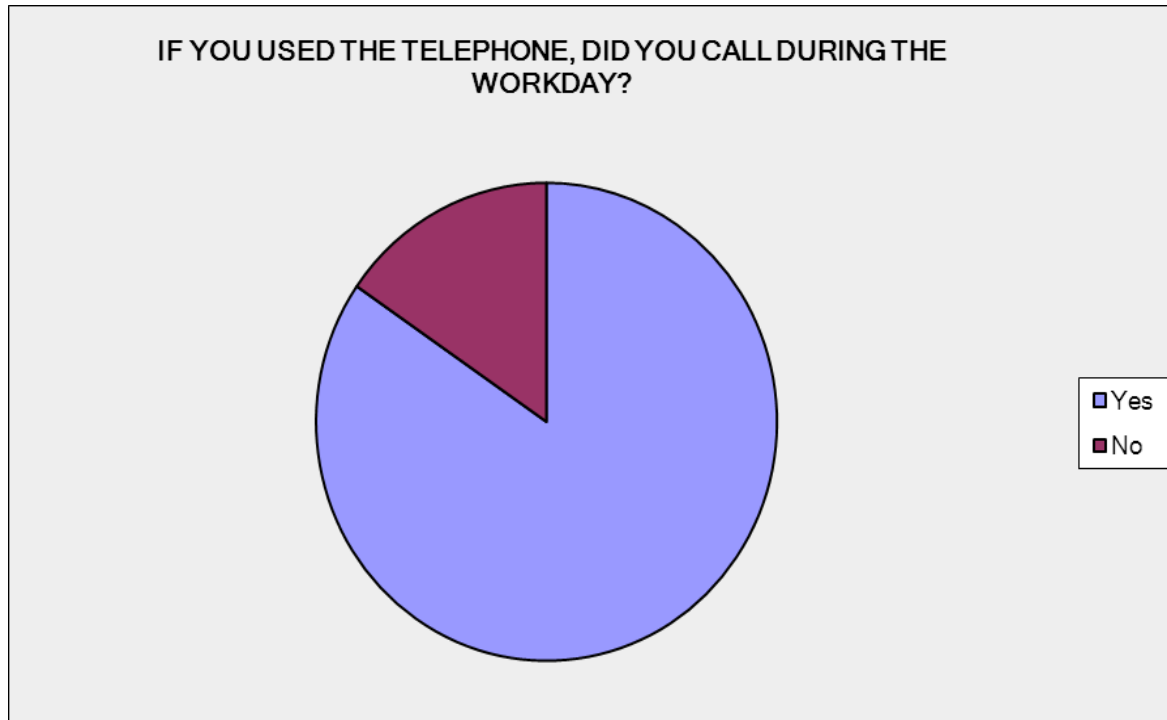
Answer Options	Response Percent	Response Count
Phone Hotline	5.3%	3
Office Phone Line	43.9%	25
e-mail Hotline	21.1%	12
US Mail	5.3%	3
Personal Visit	24.6%	14
Other (please specify)		6
<i>answered question</i>		57
<i>skipped question</i>		945

Number	Response Date	Other (please specify)	Categories
1	May 1, 2013 12:50 PM	web site referral	
2	Mar 27, 2013 1:09 PM	phone, email	
3	Mar 26, 2013 7:19 PM	Email and in-person meeting	
4	Mar 22, 2013 3:46 PM	home telephone	
5	Mar 22, 2013 3:13 PM	For recruiting purposes, not for fraud reporting.	
6	Mar 22, 2013 2:57 PM	I administered their parking at 51 Monroe Street - I did not contact them about a complaint.	



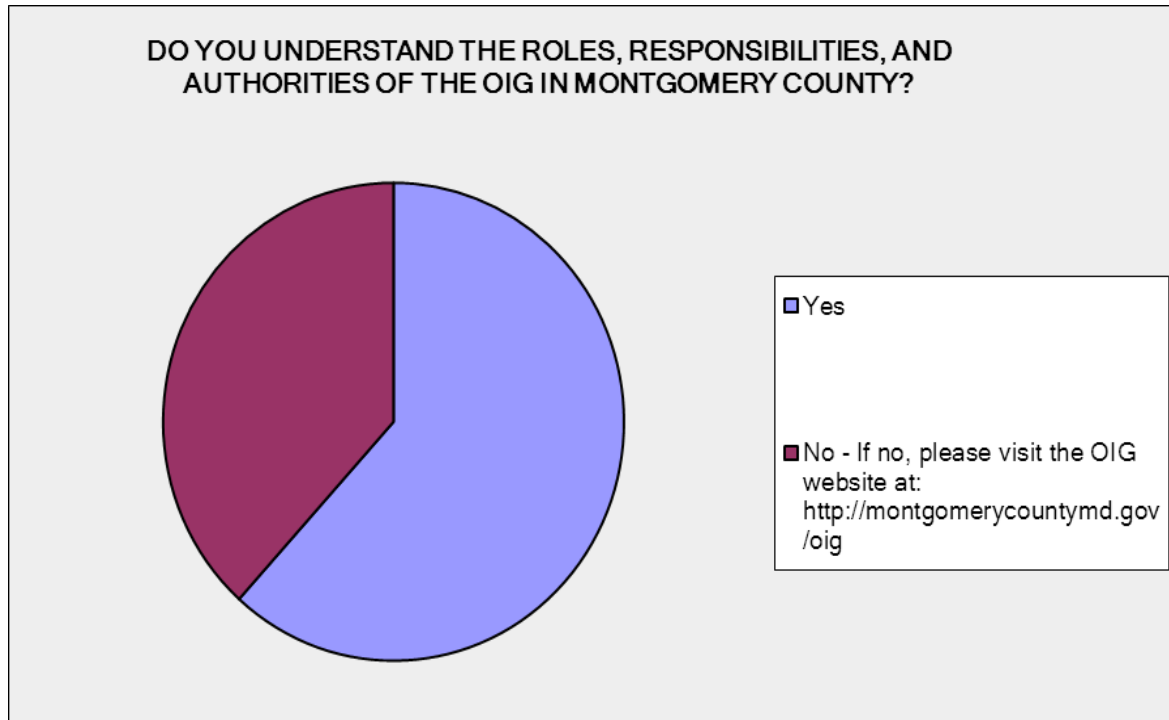
IF YOU USED THE TELEPHONE, DID YOU CALL DURING THE WORKDAY?

Answer Options	Response Percent	Response Count
Yes	84.6%	22
No	15.4%	4
<i>answered question</i>		26
<i>skipped question</i>		976



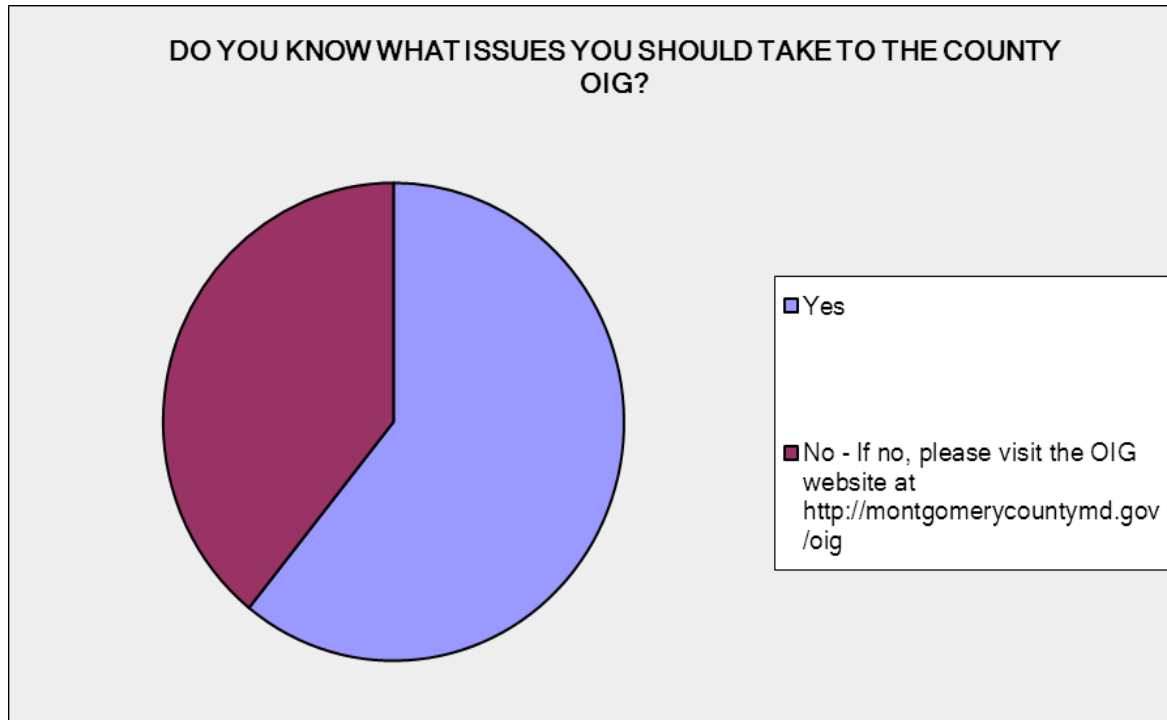
DO YOU UNDERSTAND THE ROLES, RESPONSIBILITIES, AND AUTHORITIES OF THE OIG IN MONTGOMERY COUNTY?

Answer Options	Response Percent	Response Count
Yes	61.7%	540
No - If no, please visit the OIG website at: http://montgomerycountymd.gov/oig	38.3%	335
<i>answered question</i>		875
<i>skipped question</i>		127



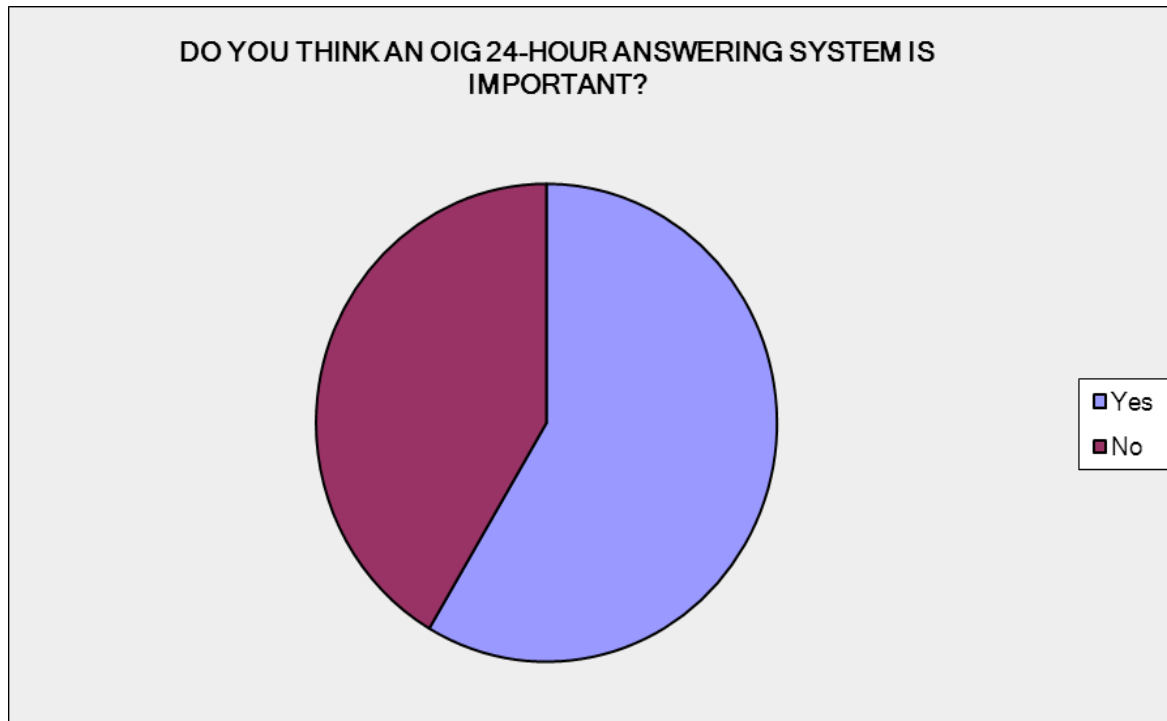
DO YOU KNOW WHAT ISSUES YOU SHOULD TAKE TO THE COUNTY OIG?

Answer Options	Response Percent	Response Count
Yes	60.8%	532
No - If no, please visit the OIG website at http://montgomerycountymd.gov/oig	39.2%	343
<i>answered question</i>		875
<i>skipped question</i>		127



DO YOU THINK AN OIG 24-HOUR ANSWERING SYSTEM IS IMPORTANT?

Answer Options	Response Percent	Response Count
Yes	58.5%	512
No	41.5%	363
<i>answered question</i>		875
<i>skipped question</i>		127



**THE OIG ATTEMPTS TO REPLY TO EACH COMPLAINT, GOOD OR BAD.
IF YOU CONTACT THE OIG, WOULD YOU BE CONFIDENT THAT:**

Answer Options	Yes	No	Response Count
THE OIG WILL FAIRLY EVALUATE YOUR ISSUE TO SEE IF THE OIG SHOULD PURSUE IT	685	190	875
THE OIG WILL CAUSE CHANGE	452	423	875
THE OIG WILL RESPOND TO YOU	707	168	875
	<i>answered question</i>		875
	<i>skipped question</i>		127

