

*Summary of
Results*

Survey of Montgomery County Employees

Perception of the

*Services provided by the Office of the
Inspector General*

February 2017

*Montgomery County Maryland
Office of the Inspector General*





OFFICE OF THE INSPECTOR GENERAL

March 22, 2017

Dear County employee,

My sincere thanks to the 2,143 of you who participated in the recent survey regarding the Montgomery County Office of the Inspector General. To share the survey results with all of you, I am sending the summary of the results provided to us by DTS.

While the survey permitted users to write-in comments, we will not be sharing those due to concerns that doing so might inadvertently betray the confidence of those contacting our office. However, we will be utilizing those comments as we develop our work plans for upcoming fiscal years.

One of the most significant things that we learned is that many County employees were unsure of exactly which issues should be reported to the Office of the Inspector General. Accordingly, during this next year we will look for ways to better communicate the mission of our office.

Information about what our office does, our written Work Plan, our Annual Reports, and published reports of some of our work can be found on our website which we encourage you to visit at:

<http://www.montgomerycountymd.gov/oig/>.

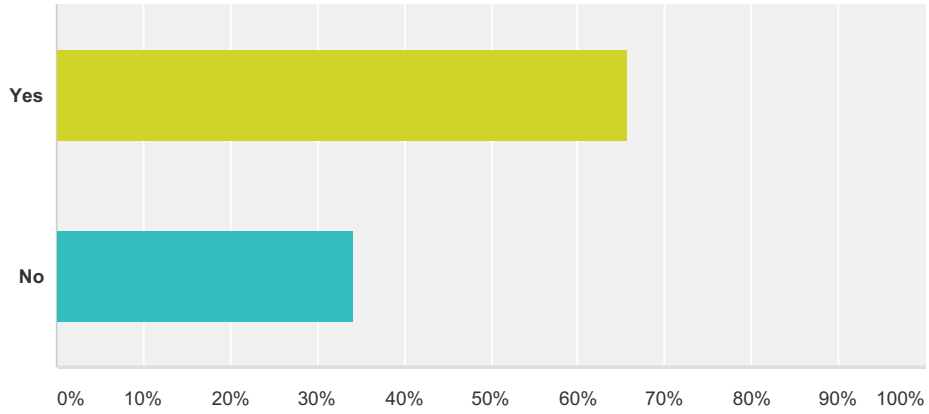
If you have any questions regarding the survey or the Office of the Inspector General, please contact us directly. Your questions may be confidentially posed to our office utilizing the email address IG@montgomerycountymd.gov or by calling 240-777-7644.

Regards,

Edward Blansitt
Inspector General
Montgomery County, Maryland

Q1 ARE YOU AWARE THAT THE MONTGOMERY COUNTY GOVERNMENT HAS AN OFFICE OF THE INSPECTOR GENERAL (OIG)?

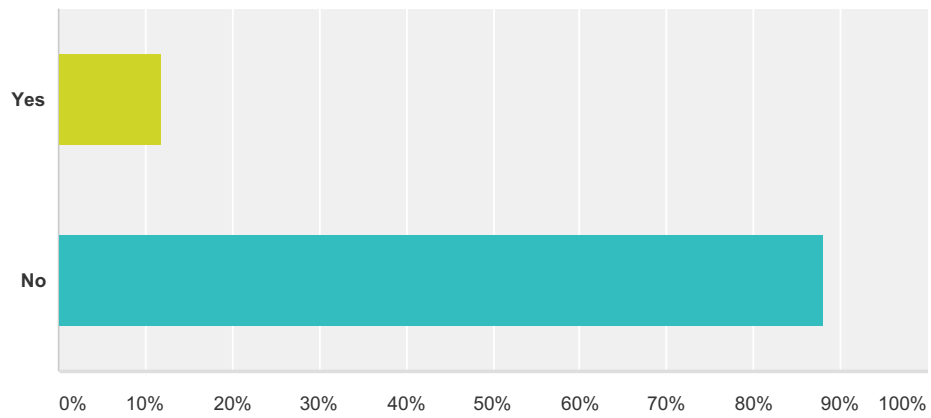
Answered: 2,143 Skipped: 0



Answer Choices	Responses
Yes	65.75% 1,409
No	34.25% 734
Total	2,143

Q2 HAVE YOU EVER VISITED THE OIG WEBSITE?

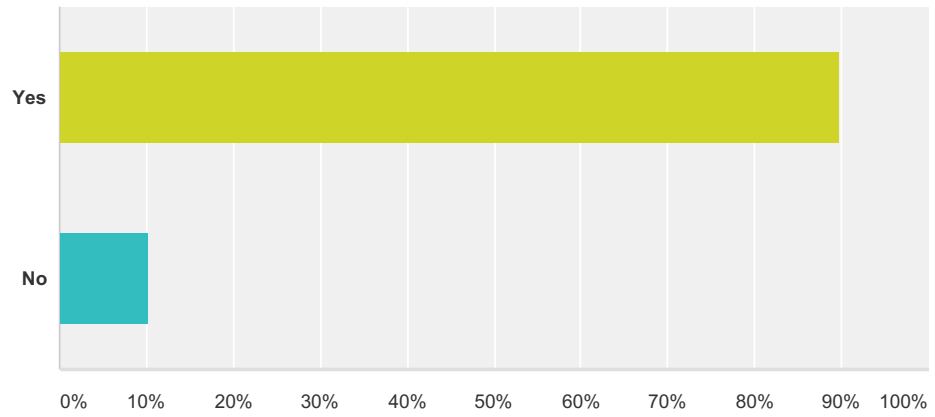
Answered: 2,143 Skipped: 0



Answer Choices	Responses
Yes	11.85% 254
No	88.15% 1,889
Total	2,143

Q3 WAS THE OIG WEBSITE EASY TO FIND?

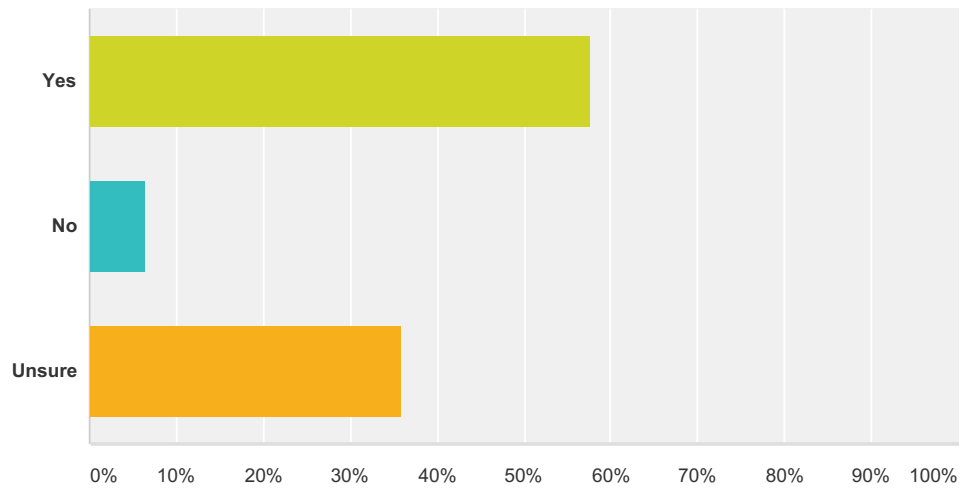
Answered: 245 Skipped: 1,898



Answer Choices	Responses	
Yes	89.80%	220
No	10.20%	25
Total		245

Q4 WAS THE OIG WEBSITE COMPLETE AND COMPREHENSIVE?

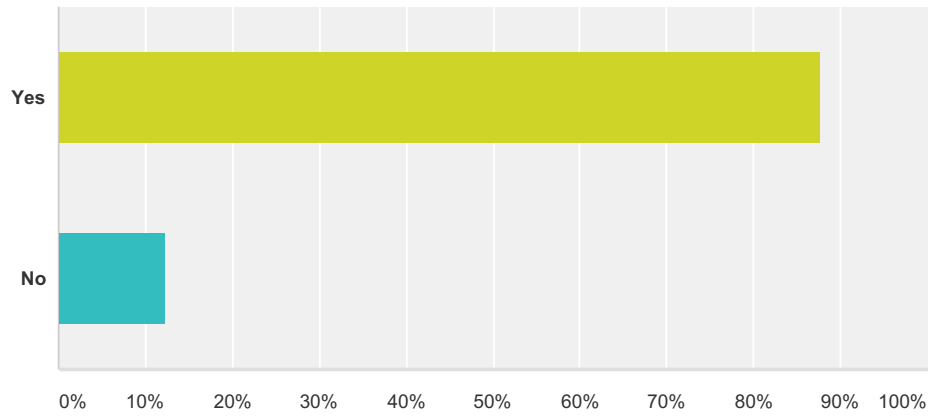
Answered: 245 Skipped: 1,898



Answer Choices	Responses
Yes	57.55% 141
No	6.53% 16
Unsure	35.92% 88
Total	245

Q5 WAS THE OIG WEBSITE HELPFUL?

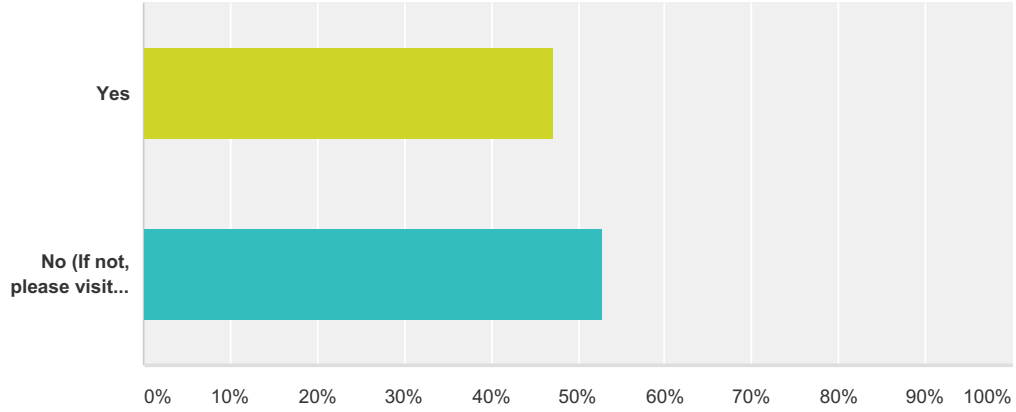
Answered: 245 Skipped: 1,898



Answer Choices	Responses	Count
Yes	87.76%	215
No	12.24%	30
Total		245

Q6 DO YOU KNOW THE TYPES OF ISSUES ABOUT WHICH YOU SHOULD CONTACT THE OIG?

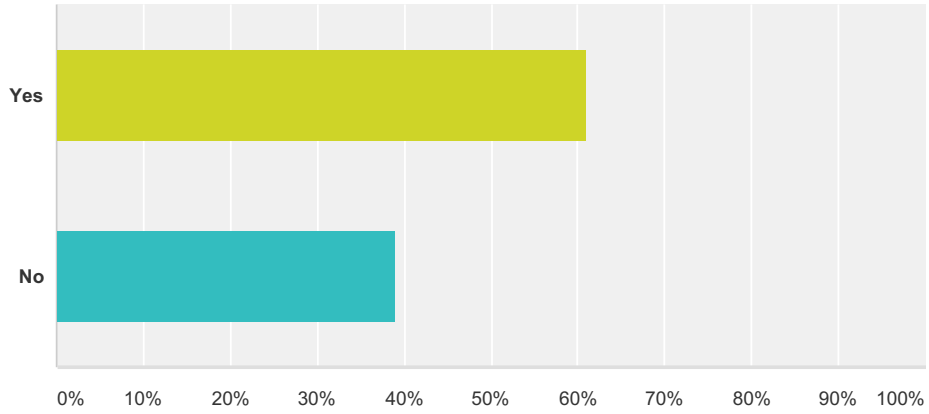
Answered: 2,085 Skipped: 58



Answer Choices	Responses	
Yes	47.24%	985
No (If not, please visit the OIG website at http://www.montgomerycountymd.gov/oig/)	52.76%	1,100
Total		2,085

**Q7 WERE YOU AWARE THAT THE OIG IS
REQUIRED TO PROTECT THE
CONFIDENTIALITY OF THOSE THAT
REPORT MATTERS TO THE OIG?**

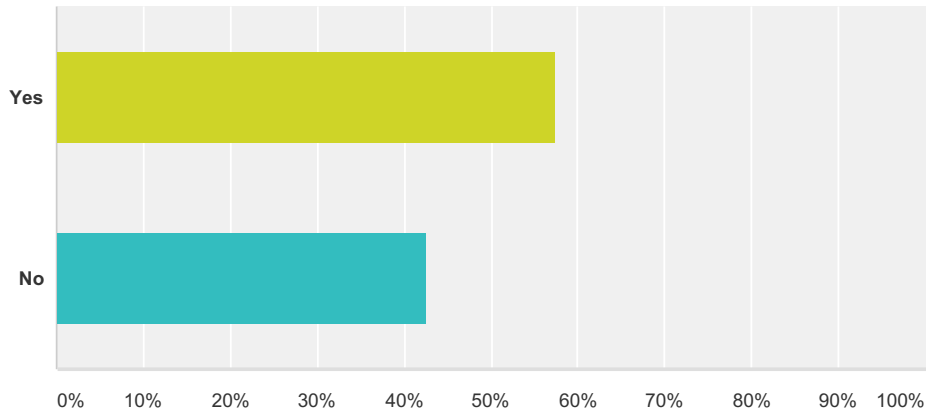
Answered: 2,045 Skipped: 98



Answer Choices	Responses
Yes	60.93% 1,246
No	39.07% 799
Total	2,045

**Q8 WERE YOU AWARE THAT THE OIG
WILL CONSIDER YOUR CONCERNS EVEN
IF YOU CHOOSE TO REMAIN
ANONYMOUS?**

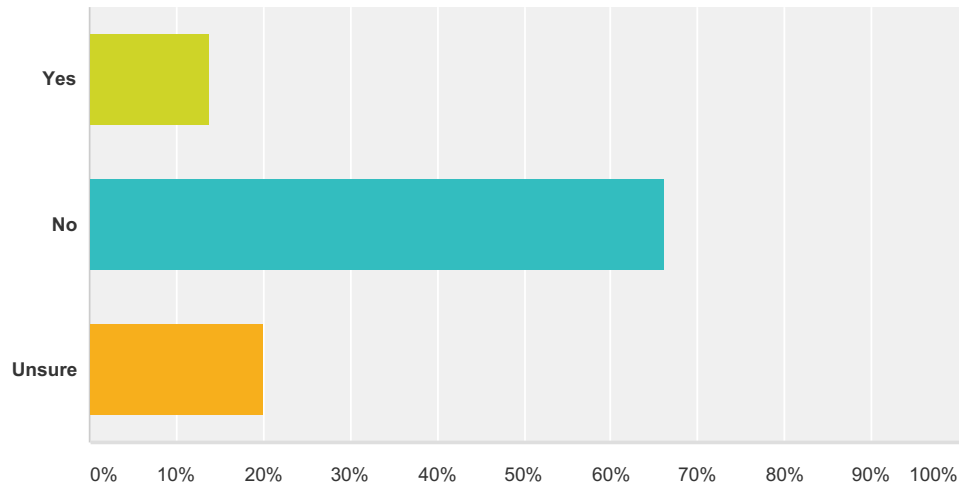
Answered: 2,045 Skipped: 98



Answer Choices	Responses
Yes	57.41% 1,174
No	42.59% 871
Total	2,045

Q9 IN THE PAST YEAR, HAVE YOU OBSERVED OR OBTAINED EVIDENCE OF A SPECIFIC INSTANCE OF ANY OF THE FOLLOWING WITHIN THE COUNTY GOVERNMENT: · CONSISTENTLY INEFFECTIVE OR INEFFICIENT PROGRAMS OR ACTIVITIES, · GROSS MISMANAGEMENT OR WASTE, · FRAUD

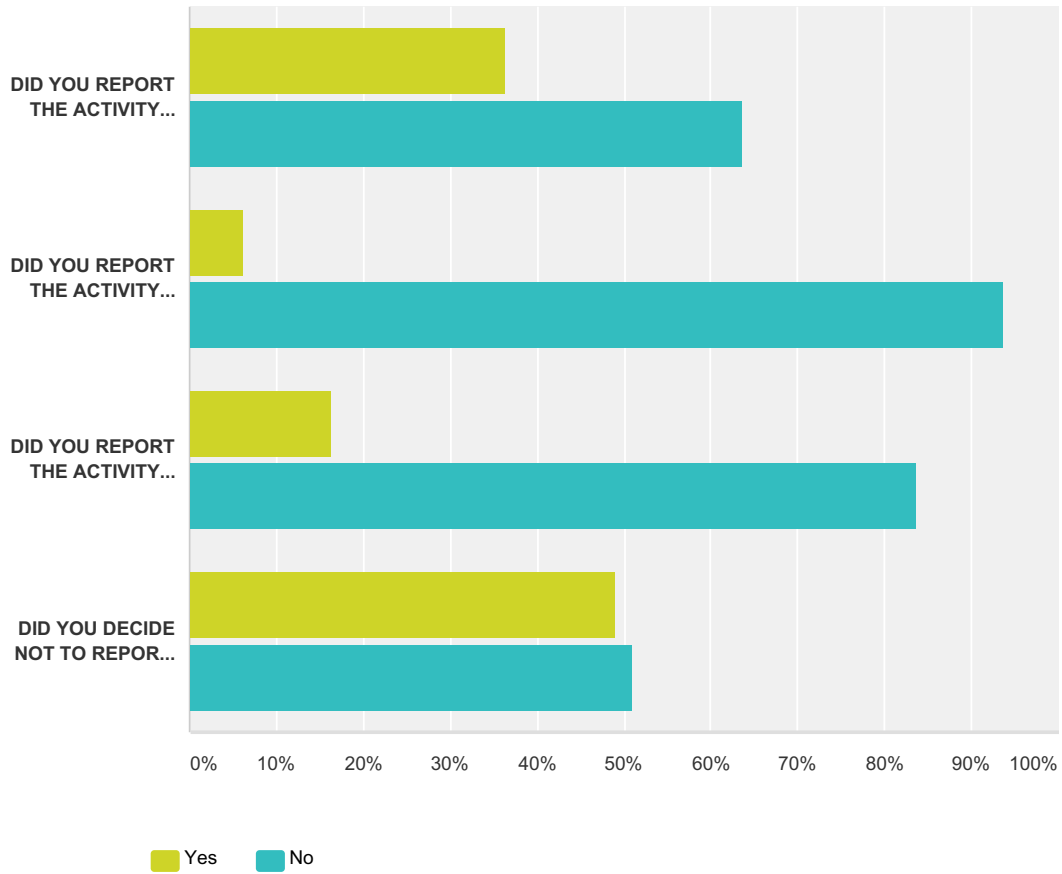
Answered: 2,007 Skipped: 136



Answer Choices	Responses
Yes	13.70% 275
No	66.17% 1,328
Unsure	20.13% 404
Total	2,007

Q10 Please answer the following questions

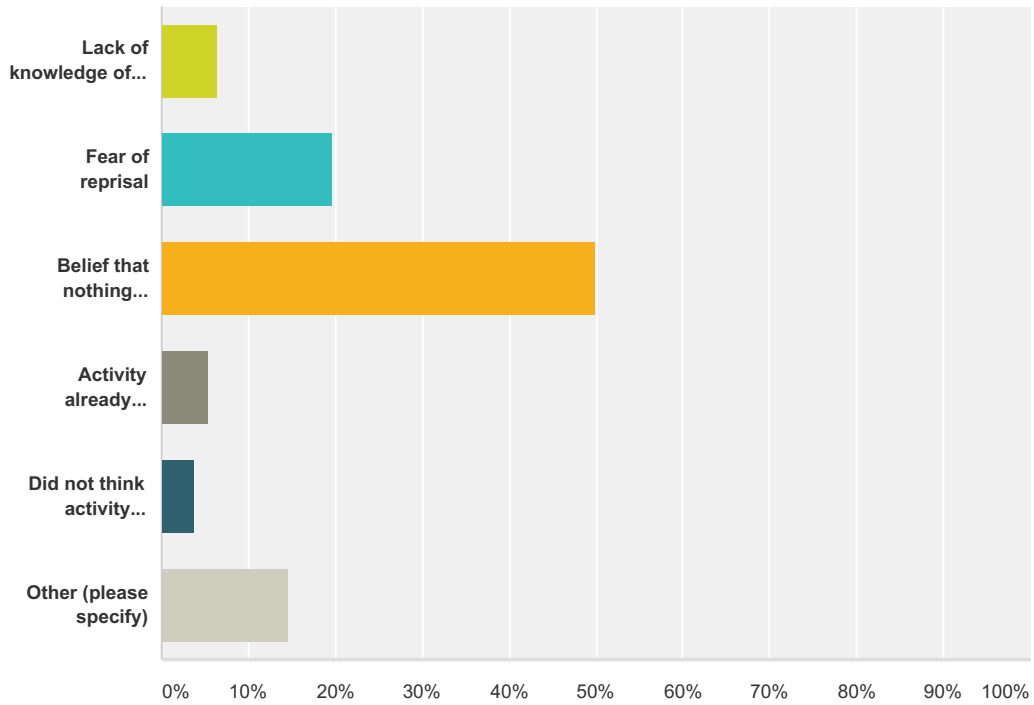
Answered: 271 Skipped: 1,872



	Yes	No	Total
DID YOU REPORT THE ACTIVITY TO MANAGEMENT?	36.30% 98	63.70% 172	270
DID YOU REPORT THE ACTIVITY TO THE OIG?	6.34% 17	93.66% 251	268
DID YOU REPORT THE ACTIVITY ELSEWHERE?	16.35% 43	83.65% 220	263
DID YOU DECIDE NOT TO REPORT THE ACTIVITY?	49.00% 122	51.00% 127	249

Q11 IF YOU DID NOT REPORT THE ACTIVITY, WHY NOT?

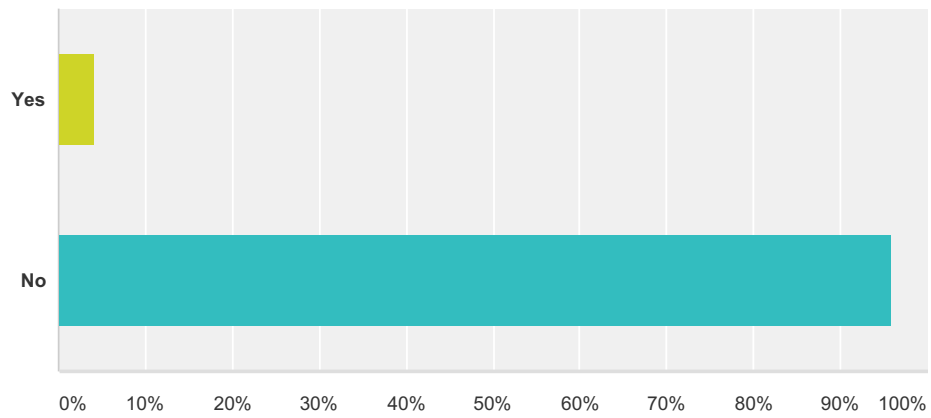
Answered: 218 Skipped: 1,925



Answer Choices	Responses
Lack of knowledge of where to report it	6.42% 14
Fear of reprisal	19.72% 43
Belief that nothing could/would be done	50.00% 109
Activity already reported by others	5.50% 12
Did not think activity important enough to report	3.67% 8
Other (please specify)	14.68% 32
Total	218

Q12 HAVE YOU EVER CONTACTED THE OIG?

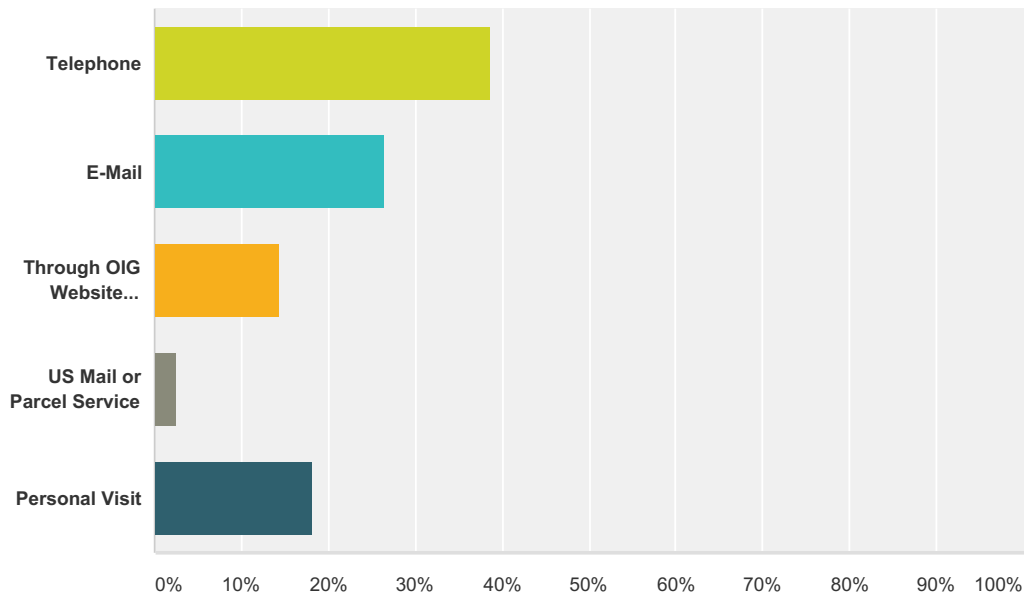
Answered: 1,995 Skipped: 148



Answer Choices	Responses
Yes	4.11% 82
No	95.89% 1,913
Total	1,995

Q13 IF YOU CONTACTED THE OIG, WHAT METHOD DID YOU USE?

Answered: 83 Skipped: 2,060

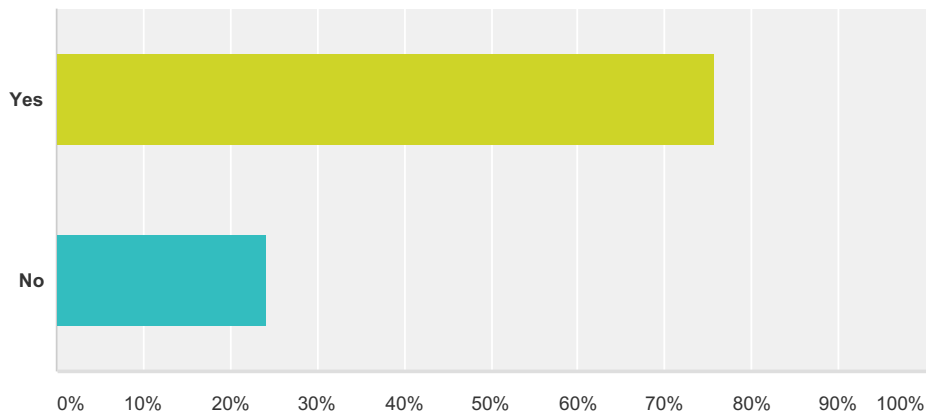


Answer Choices	Responses
Telephone	38.55% 32
E-Mail	26.51% 22
Through OIG Website (http://www.montgomerycountymd.gov/OIG/hotline.html)	14.46% 12
US Mail or Parcel Service	2.41% 2
Personal Visit	18.07% 15
Total	83

#	Other (please specify)	Date
	There are no responses.	

Q14 IF YOU USED TELEPHONE, DID YOU CALL DURING THE WORKDAY?

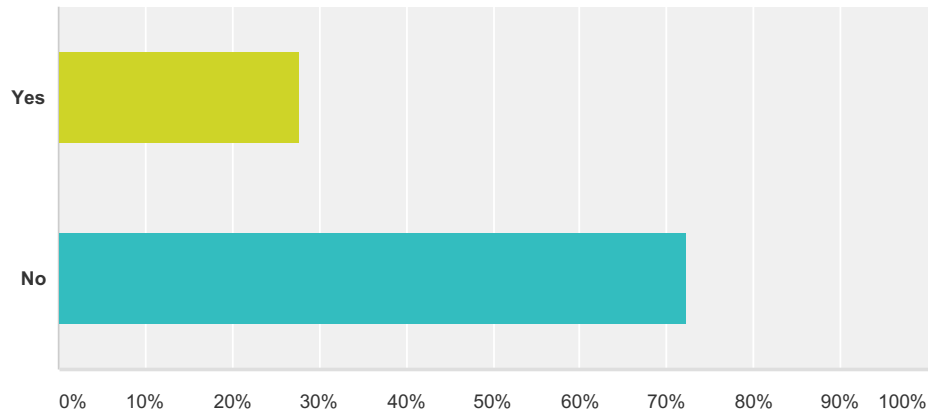
Answered: 66 Skipped: 2,077



Answer Choices	Responses	
Yes	75.76%	50
No	24.24%	16
Total		66

Q15 DID YOU REMAIN ANONYMOUS?

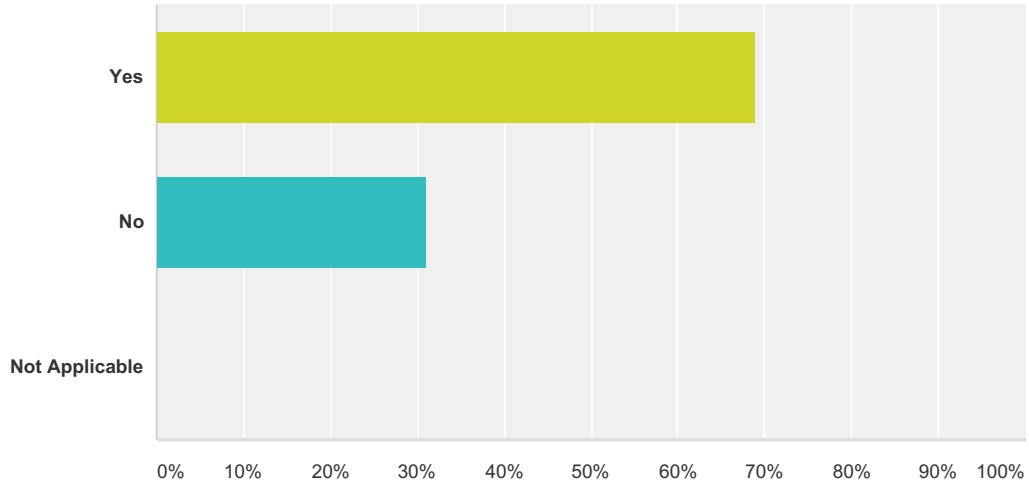
Answered: 83 Skipped: 2,060



Answer Choices	Responses	
Yes	27.71%	23
No	72.29%	60
Total		83

Q16 IF YOU CHOSE TO REMAIN ANONYMOUS, DID YOU FEEL THAT THE OIG PROTECTED YOUR IDENTITY AND CONFIDENTIALITY?

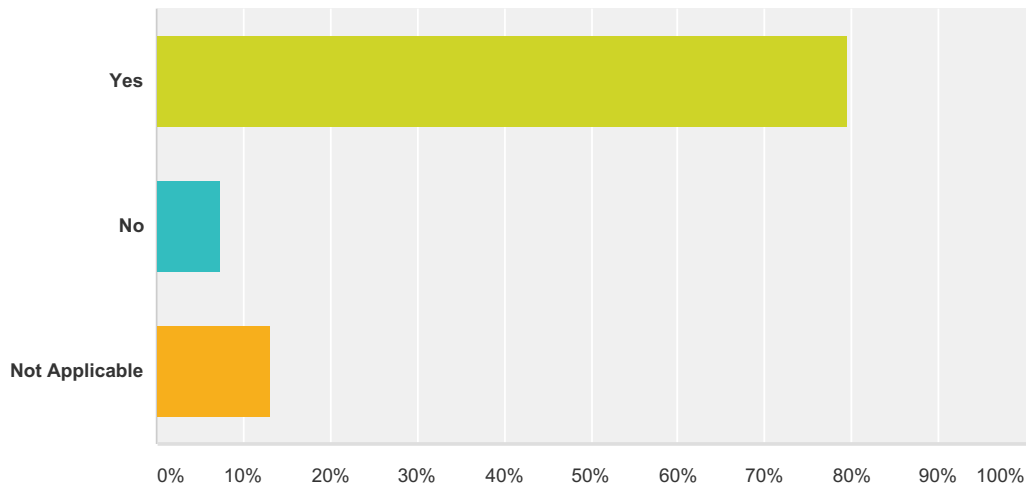
Answered: 45 Skipped: 2,098



Answer Choices	Responses	
Yes	68.89%	31
No	31.11%	14
Not Applicable	0.00%	0
Total		45

Q17 WERE YOU TREATED IN A PROFESSIONAL MANNER?

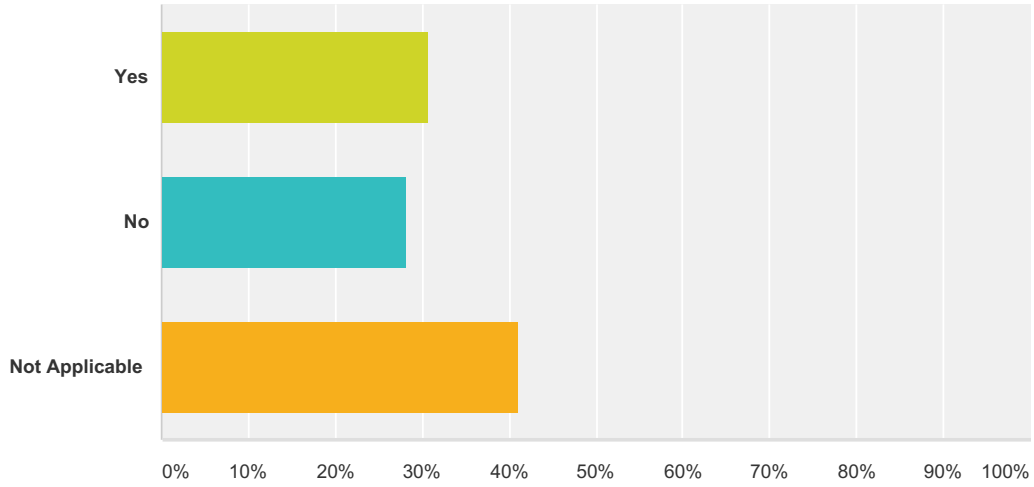
Answered: 83 Skipped: 2,060



Answer Choices	Responses	
Yes	79.52%	66
No	7.23%	6
Not Applicable	13.25%	11
Total		83

Q18 AFTER YOU CONTACTED THE OIG, DID THE OIG CONTACT YOU TO LET YOU KNOW WHETHER YOUR COMPLAINT WOULD BE PURSUED?

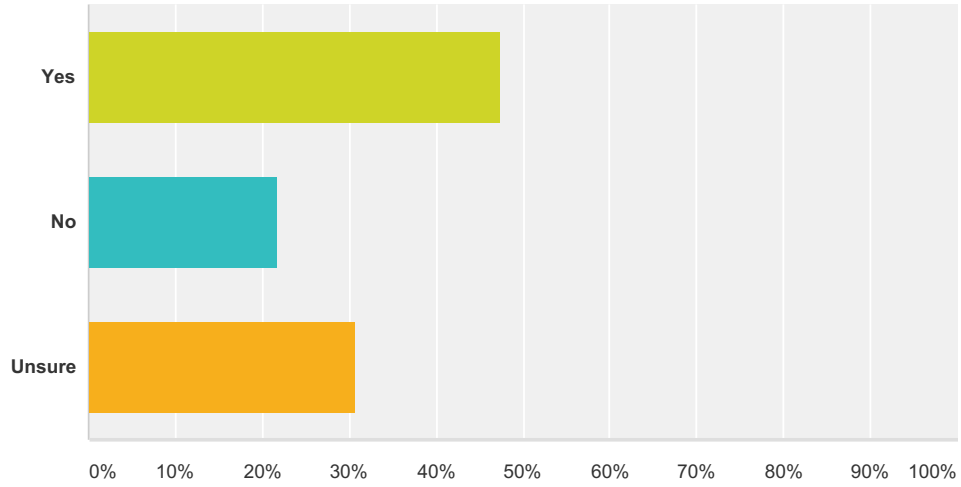
Answered: 78 Skipped: 2,065



Answer Choices	Responses	
Yes	30.77%	24
No	28.21%	22
Not Applicable	41.03%	32
Total		78

Q19 AFTER YOU CONTACTED THE OIG, DID YOU FEEL THAT THE OIG FAIRLY EVALUATED YOUR ISSUE TO SEE IF THE OIG SHOULD PURSUE IT?

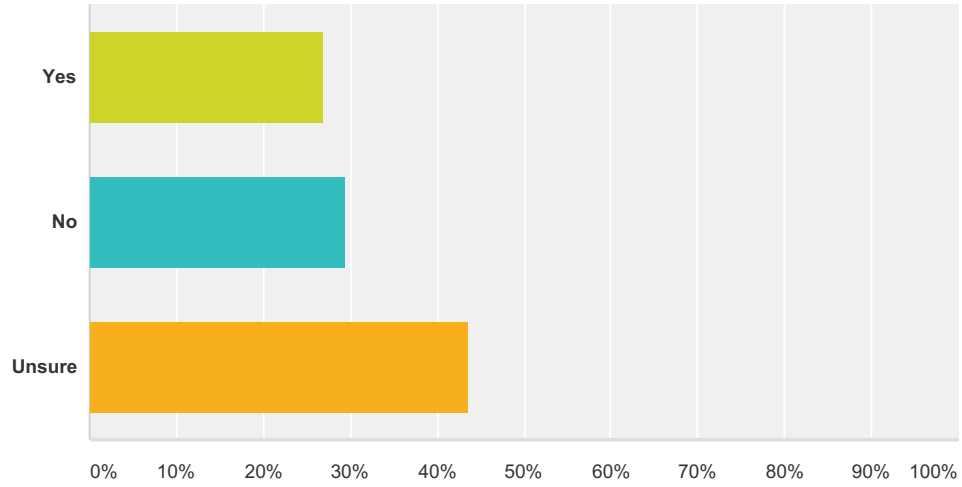
Answered: 78 Skipped: 2,065



Answer Choices	Responses	
Yes	47.44%	37
No	21.79%	17
Unsure	30.77%	24
Total		78

**Q20 AFTER YOU CONTACTED THE OIG,
DID THE OIG DECIDE TO PURSUE THE
MATTER YOU PRESENTED TO OUR
OFFICE?**

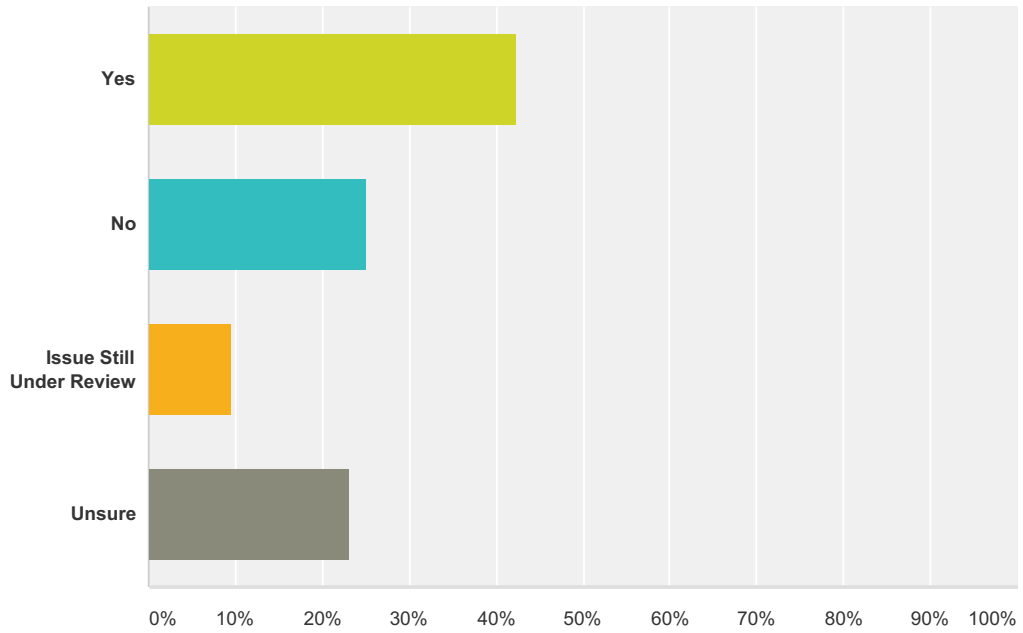
Answered: 78 Skipped: 2,065



Answer Choices	Responses	
Yes	26.92%	21
No	29.49%	23
Unsure	43.59%	34
Total		78

Q21 WERE YOU INFORMED OF THE OUTCOME OF THE REVIEW?

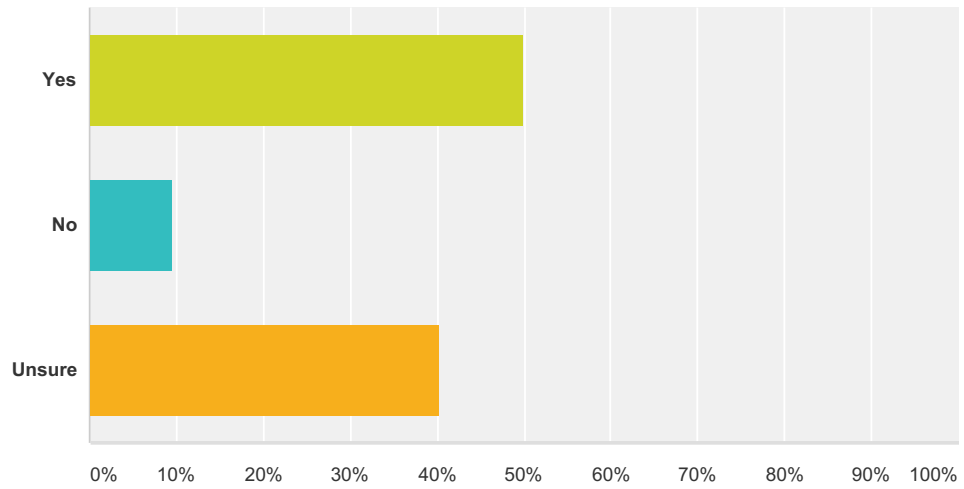
Answered: 52 Skipped: 2,091



Answer Choices	Responses
Yes	42.31% 22
No	25.00% 13
Issue Still Under Review	9.62% 5
Unsure	23.08% 12
Total	52

Q22 DID YOU FEEL THAT THE OIG MADE A REASONABLE EFFORT TO LOOK INTO THE MATTER?

Answered: 52 Skipped: 2,091



Answer Choices	Responses	
Yes	50.00%	26
No	9.62%	5
Unsure	40.38%	21
Total		52