

U.S. Department of Commerce Office of Inspector General An Assessment of Employee Views and Engagement

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The National Academy of Public Administration is a non-profit, independent organization of top public management and organizational leaders who tackle the nation's most critical and complex public management challenges. With a network of more than 900 distinguished Fellows and an experienced professional staff, the National Academy is uniquely qualified and trusted across government to provide objective advice and practical solutions based on systematic research and expert analysis. Established in 1967 and chartered by Congress in 1984, the National Academy continues to make a positive impact by helping federal, state and local governments respond effectively to current circumstances and changing conditions. Learn more about the National Academy and its work at www.NAPAwash.org

BACKGROUND

The Office of Inspector General (OIG) of the Department of Commerce (the Department) seeks to improve management, strengthen integrity and accountability, investigate and deter fraud, and ensure the most efficient, effective, and economical use of resources. The missions and programs of each of the Department's twelve bureaus are diverse, and they have varying levels and types of risk inherent in their operations. The OIG is required by statute to semi-annually report on the top management challenges for the bureaus and across the Department.

The Federally Employee Engagement Survey (FEVS) results of recent years reflect challenges in engagement and morale leading the Department's OIG to take active and forward-looking steps to capitalize on opportunities to improve climate.

PROJECT DESCRIPTION

The Department's OIG has contracted with the Academy to conduct an independent assessment of employee views and engagement, as well as identify recommended steps in the form of an action plan to improve working climate. The project will use the 2019 FEVS results as a starting point. Outreach to staff and leaderships will focus on identifying opportunities to strengthen the agency's employee performance management and engagement, as per the President's Management Agenda.

The assessment will be conducted via a multipronged approach including; analysis of FEVS results, a survey across office staff to measure OIG's organization and work environment, interviews with staff across departments within OIG, and focus groups of different sets of OIG staff. At the end of the assessment the Academy will facilitate the development of an action plan with OIG leaders. The Academy will conduct the work over a period of eight months under the guidance of an Expert Advisory Group (EAG) of Academy Fellows.

EAG MEMBERS

Dr. Kathryn Newcomer*, Director, The Trachtenberg School of Public Policy and Public Administration, The George Washington University. Former positions at The George Washington University: Department Chair, Professor, Department of Public Administration; Associate Professor. Former, Assistant Professor, University of Nebraska; Visiting Assistant Professor, University of Denver.

Dr. Nanette M. Blandin*, President, The Nexus Institute. Previous positions include Associate Principal, Isaacson, Miller; Vice President, Executive Education, The Brookings Institution; Director, Division of Program and Policy Assessment and Special Assistant to the Inspector General, Office of Inspector General, U.S. Department of Labor; Budget Examiner and Management Analyst, Office of Management and Budget, Executive Office of the President; and Program Director, Advisory Coordinating Council on Public Personnel Management, State of California. Also, held faculty appointments with George Washington University and American University.

Mr. Robert Tobias*, Distinguished Practitioner in Residence, Department of Public Administration and Policy, American University; Director, Key Executive Leadership Program, American University; Director, Institute for the Study of Public Policy Implementation, American University; Member, IRS Oversight Board. Former positions with National Treasury Employees Union: National President; Executive Vice President; General Counsel. Former Member, Commercial Activities Panel.

*Academy Fellow

PROJECT STAFF

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