

IGAAP

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The AMC Inspector General
Assistance and Assessment
Program (IGAAP) Initiative

13 April 2000





Overview

- ★ **History of AMC Inspector General Assistance and Assessment Program (IGAAP) Initiative**
- ★ **Partnership with U.S. Army Research Institute (ARI)**
- ★ **The IGAAP process**
- ★ **The IGAAP survey**
- ★ **Test Site**
- ★ **Advantages of IGAAP**
- ★ **Future steps**



History of AMC IGAAP Initiative

- ★ **Prior process lacked quantitative basis**
- ★ **Conceptualized IGAAP to provide more comprehensive assistance to Commanders/Directors**
 - ❖ **Incorporates assistance, assessment, and IG Action Request (IGAR) processes**
 - ❖ **Employs state-of-the-art computer technology**
- ★ **Began formulating program in April 1999**
- ★ **AMC IG Activity (AMXIG-IA) team effort**
- ★ **Partnership with the ARI**



Partnership with ARI



- ★ **Contacted for technical assistance**
- ★ **Provided assistance with:**
 - ❖ **Development of survey**
 - ❖ **Analysis of quantitative and qualitative data**
 - ❖ **Consulting expertise on organizational assessment**
- ★ **Gives ARI sites for testing computerized survey tool**
 - ❖ **Army Command Climate Assessment System (GoArmy2)**



IGAAP Process

- ✿ Consult with organization
- ✿ Customize survey and plan for administration
- ✿ Survey workforce
- ✿ Analyze data and formulate focus group questions
- ✿ IG conducts in-brief with Commander/Director
- ✿ Conduct focus groups
- ✿ Hold IGAR sessions
- ✿ Compile focus group data with survey results
- ✿ Prepare IGAAP report
- ✿ Present IGAAP report to Commander/Director
- ✿ Customer satisfaction card



IGAAP Survey

- ✿ **Still in development state**
- ✿ **Currently has 8 assessment areas**
 - ❖ **Leadership**
 - ❖ **Work group**
 - ❖ **Supervision**
 - ❖ **Readiness**
 - ❖ **Care of people**
 - ❖ **Organizational effectiveness**
 - ❖ **Quality of life**
 - ❖ **Human relations**
- ✿ **Comments**
- ✿ **Commander's/Director's specific interest questions**



Test Site Director

- ✿ **Contacted AMC IG with desire to assess entire organization**
- ✿ **Head of organization provided 5 questions**
- ✿ **3 geographic locations**
- ✿ **Local IGs administered survey at each site**
- ✿ **Focus groups conducted at each location**
- ✿ **Data integrated for final outbrief**
- ✿ **Outbrief delivered to senior management**

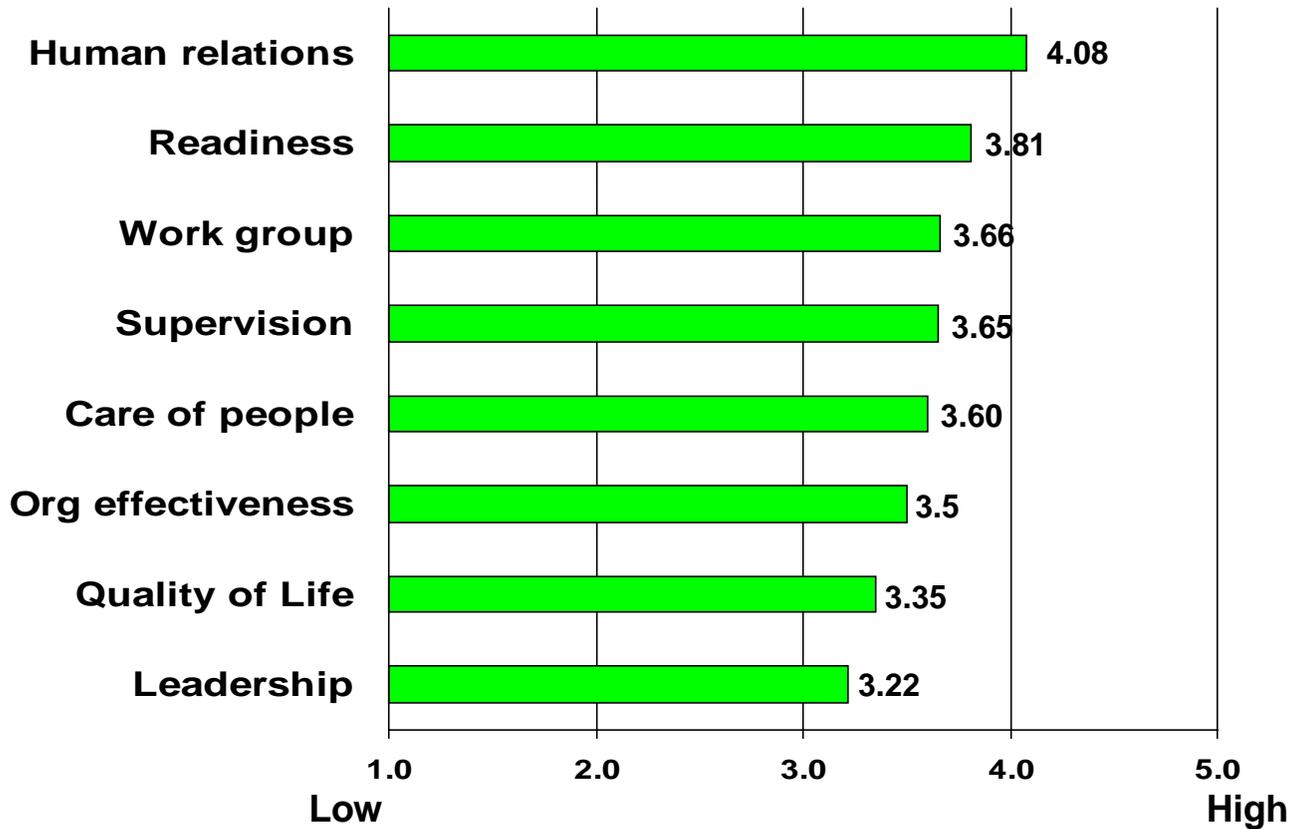


Survey Respondents

- ✿ **3 geographic locations**
- ✿ **Overall response rate - 89%**
- ✿ **Description of respondents**
 - ❖ **98% were civilian**
 - ❖ **76% non-supervisory**
 - ❖ **69% male**
 - ❖ **84% white**



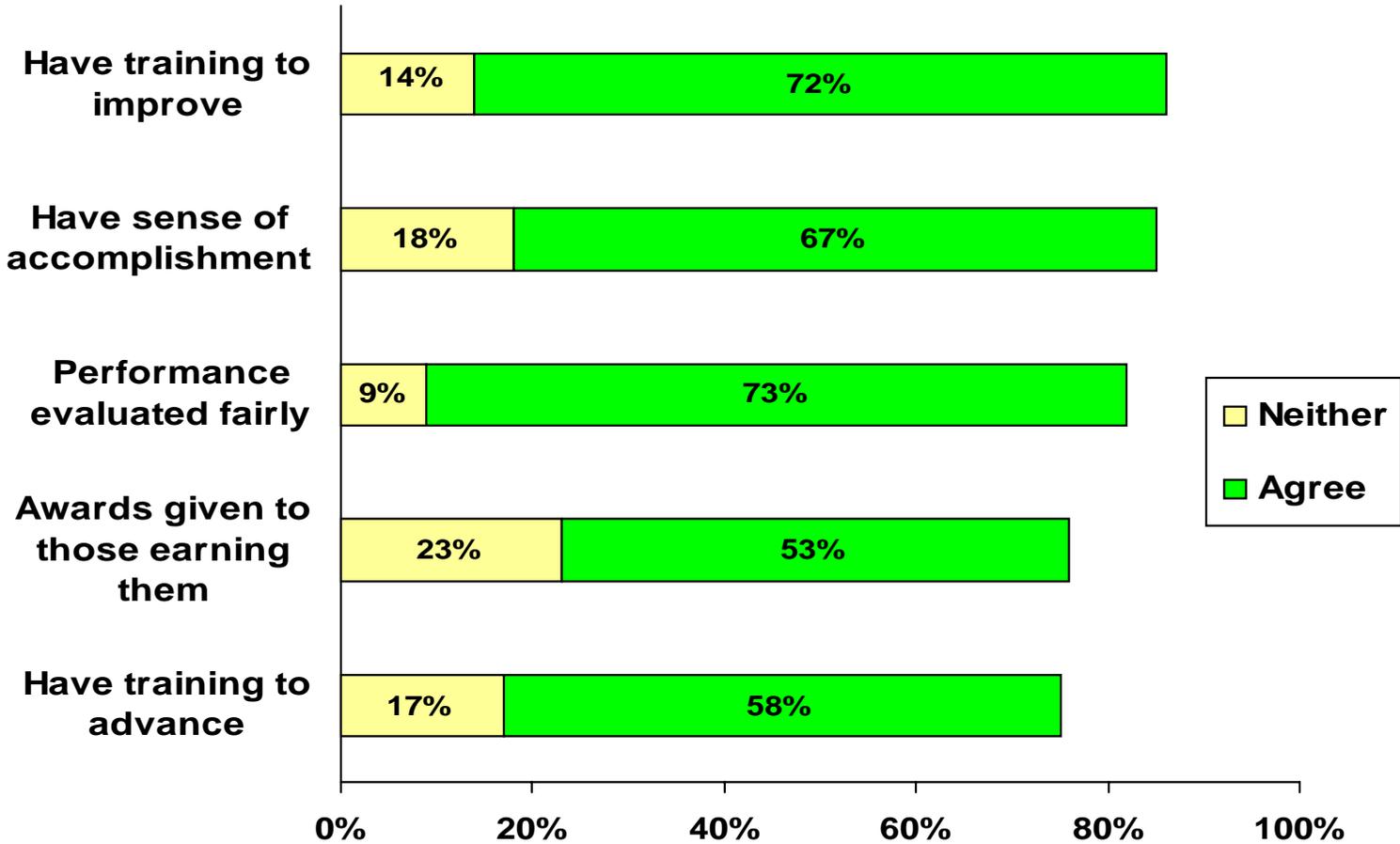
Survey Results



Average of rating scale items in each area



Care of People





Comments on Care of People

- ★ **One location more positive about training opportunities**
- ★ **Remote sites feel they don't have training to advance**
- ★ **Confusion over how award (honorary/monetary) process works**
- ★ **Remote sites less positive about award distribution**
- ★ **Concern over career series (343/1515)**

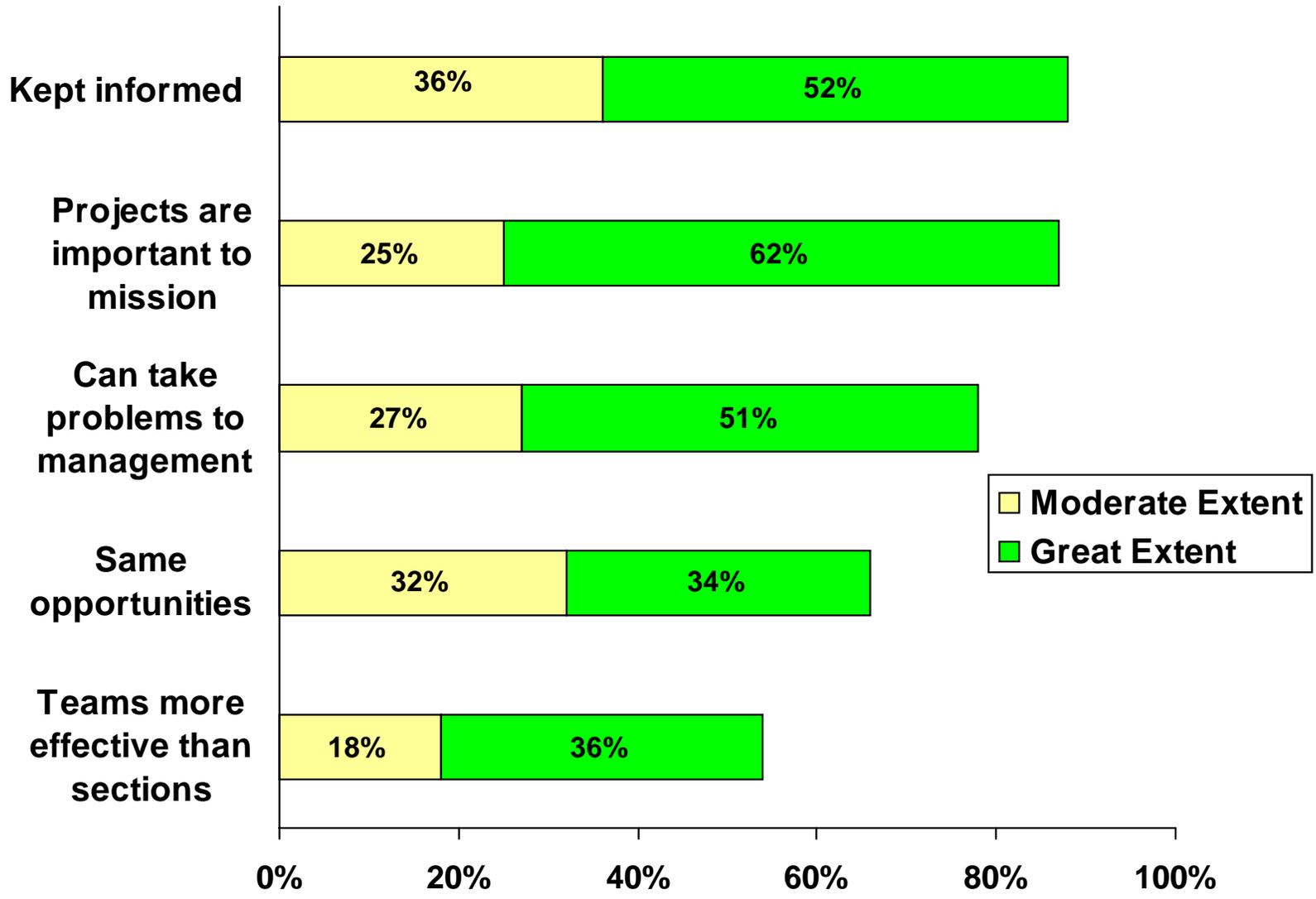


Ideas for Improvement on Care of People

- ★ **Communicate procedures for awards to all employees**
- ★ **Consider expanding honorary awards program**
- ★ **Educate workforce in training and career opportunity programs**
- ★ **Consider cross training, mentoring and shadowing programs**



Director's Special Interest





Advantages of IGAAP

- ★ **Phased approach streamlines the process**
- ★ **Employs computer technology for data collection and analysis**
- ★ **Use of quantitative and qualitative data**
- ★ **Everyone has an opportunity to participate in the process**
- ★ **Provides reliable snapshot of the state of the organization**
- ★ **Employees provide leadership with ideas for improvement**



Future Steps

- ★ **Software testing and development ongoing**
- ★ **Conduct AMC field tests with software system**
- ★ **Finalize IGAAP survey, analysis plan, and IGAAP report**
- ★ **Develop guide book and training of IGAAP process**
 - ❖ **Organizational consulting skills**
 - ❖ **Data analysis, interpretation, and integration**
 - ❖ **Use of computer software system**
- ★ **Training and implementation of IGAAP**

IGAAP

