



Organizational Processes

Perception that policies and procedures are informed, fair, and leaders seek to achieve goals that are in the military members' or employees' best interest. Reflect holistic organizational dynamics conducive to mission accomplishment.

*Note: The following question is the actual DEOCS question.

1. Programs are in place to address military members' and employees' concerns.
2. Discipline is administered fairly.
3. Decisions are made after reviewing relevant information.

The following questions can assist in conducting focus groups and interviews.

- Explain how the organization shares relevant information to unit members.
- How effective are the organization's programs that are in place to address members' concerns?
- Explain how the organization holds individuals accountable for their behavior.
- How fairly does the organization administer discipline?
- How effective is the organization at reviewing relevant information before decisions are made that impact its members?
- How well does the organization communicate changes in organizational processes?
- What strengths/weaknesses have you identified in the organization's processes?
- Explain the unit's mission, goals, and objectives. Are these clearly defined, understood, and executed?