**National Academy of Public Administration**

**Oklahoma Corporation Commission Organizational Analysis Project**

 **Interview Questions for Stakeholders**

**June, 2018**

The purpose of this one-year study is to conduct an organizational assessment to include its mission, performance, staffing, funding, and structure. All interviews are off the record and not for attribution.

1. Please tell us about your background and your work, as relates to the OCC. How does your organization interact with OCC?
2. How satisfied are you with your interaction with OCC? What are your concerns about the OCC? Do you think the OCC’s performance has been on a positive or negative trend over the past few years? What does the OCC do well?  What needs the most work?
3. How well does the OCC engage customers and stakeholders? What actions might strengthen the relationship between OCC and customers/stakeholders?
4. What recommendations do you have to enhance the OCC’s effectiveness?
5. Are there other issues we have not touched on that we should explore/consider?