



**United States Department of State
and the Broadcasting Board of Governors
Office of Inspector General**

**Inspection of the
International Broadcasting Bureau's Office of Performance Review**

The International Broadcasting Bureau's (IBB) Office of Performance Review provides quality control by evaluating programs and recommending improvements for IBB, the Voice of America's (VOA) language services, and the Office of Cuba Broadcasting (OCB). However, the performance rating scores that the office assigns have minimal effect on the strategic decisions the Broadcasting Board of Governors (BBG) reaches through its annual Language Service Reviews and budget priorities. The scores also have minimal effect on IBB senior management in its decisionmaking and serve only as a quality control process. It is the problem-solving discussions and action items that result from the reviews that more effectively improve broadcast services' quality. OIG recommended that IBB prioritize significant remaining action items and provide the information to the BBG for consideration during Language Service Reviews.

The BBG is an independent federal agency responsible for all U.S. government and U.S. government-funded, nonmilitary, international broadcasting. It oversees the federal broadcast entities - VOA, OCB, and Radio Farda - and manages its grantees. The IBB provides day-to-day broadcast transmission support services for all the broadcasters and manages VOA and OCB's Radio and TV Marti and the IBB support offices. The Office of Performance Review provides quality control through annual reviews of VOA's 44 language services and OCB's Radio and TV Marti. In addition, the Office of Performance Review conducts spot checks of certain broadcasts in response to inquiries from BBG and IBB.

Office of Inspector General

The Office of Inspector General conducts independent audits, inspections, and investigations to promote effective management, accountability, and positive change in the Department of State, the Broadcasting Board of Governors, and the foreign affairs community.

OIG's Office of Inspections provides systematic and independent evaluations of the operations of the Department of State, its posts abroad, and related activities. Inspections cover policy implementation, resource management, and management controls.

May 22, 2006