



# HIGHLIGHTS

Office of Inspector General  
United States Department of State

ISP-I-23-12

## **(U) What OIG Inspected**

(U) OIG inspected the operating environment, executive direction, policy and program implementation, resource management, and information management operations of Embassy Juba.

## **(U) What OIG Recommends**

(U) OIG made 20 recommendations: 17 to Embassy Juba and 3 to the Bureau of African Affairs. In its comments on the draft report, the Department concurred with all 20 recommendations. OIG considers all 20 recommendations resolved. The Department's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The Department's formal responses are reprinted in their entirety in Appendix B.

**(U) April 2023**

**(U) OFFICE OF INSPECTIONS**

(U) BUREAU OF AFRICAN AFFAIRS

**(U) Inspection of Embassy Juba, South Sudan**

**(U) What OIG Found**

- (U) Embassy Juba operated under difficult local conditions characterized by political conflict, communal violence, poor infrastructure, a dangerous security environment, and systemic corruption.
- (U) The embassy also faced significant internal challenges, including staffing limitations, inadequate facilities, and a complex, shared administrative services support platform.
- (U) The Ambassador and the Deputy Chief of Mission led the embassy consistent with the Department of State's leadership and management principles.
- (U) Because of limited staffing and the annual turnover of U.S. direct-hire personnel, the embassy's Management Section struggled to address communication, coordination, and internal control deficiencies.
- (U) Embassy Juba ended its locally employed staff health insurance benefits contract, resulting in changes to medical coverage for locally employed staff that negatively affected their morale. Additionally, the embassy's local compensation plan did not comply with local labor laws.
- (U) Due to insufficient staffing, the embassy had numerous information management internal control deficiencies that required attention.