

Federal Human Capital Survey (FHCS): Questions Related to the Results-Oriented Performance Culture System

WHAT IT IS

The Federal Human Capital Survey (<http://www.fhcs2004.opm.gov/What.htm>) is a tool that measures employee perceptions about the extent to which certain conditions—those present in successful organizations—are present in their agencies. The 2004 Survey results will serve as the baseline for ongoing human capital assessment across Government.

WHY USE IT

Regular use of this tool will assist managers in helping their agencies work better, through people, to accomplish the agency mission. The Survey is a significant resource for agencies' use in improving human capital management.

The Federal Human Capital Survey Web site (<http://www.fhcs2004.opm.gov/>) is data rich and contains helpful hints on why and how to analyze the Survey data (<http://www.fhcs2004.opm.gov/Definitions.htm>). It allows agency managers to focus on important management practices and workplace conditions about which employees are concerned.

Employee concerns should be addressed in agencies' strategic human capital plans. Future survey results will help agency managers gauge improvement in the practices or conditions identified as action items in strategic human capital plans. (For information on future survey results, see <http://www.opm.gov/viewDocument.aspx?q=552>.)

HOW TO USE IT

This Guide, The Human Capital Assessment and Accountability Framework (HCAAF) Practitioners' Guide, indicates how the Federal Human Capital Survey tool may be used to measure specific human capital outcomes in all agencies. Consequently, agency managers should consider what actions need to be taken to meet these mandated Governmentwide outcomes, as they use this tool in addressing all aspects of their human capital requirements.

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QUESTIONS RELATED TO RESULTS-ORIENTED PERFORMANCE CULTURE

The following Federal Human Capital Survey questions relate directly to three critical success factors in the Results-Oriented Performance Culture system—Performance Appraisal, Awards, and Diversity Management. As agencies address these issues, it may be beneficial to review these questions, including the responses of agency employees (<http://www.fhcs2004.opm.gov/Published.htm>). Determine where the agency falls in these three areas—for example, is there strong agreement/satisfaction or disagreement/dissatisfaction? Space is provided to note possible actions to take or improvements that can be made.



Federal Human Capital Survey 2004 Web site:

<http://www.fhcs2004.opm.gov>

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Performance Appraisal

- 35. My performance appraisal is a fair reflection of my performance.
 - 37. In my work unit, steps are taken to deal with a poor performer who cannot or will not improve.
 - 39. I am held accountable for achieving results.
 - 41. Discussions with my supervisor/team leader about my performance are worthwhile.
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Awards

31. Awards in my work unit depend on how well employees perform their jobs.
 32. High-performing employees in my work unit are recognized or rewarded on a timely basis.
 33. Employees are rewarded for providing high quality products and services to customers.
 34. Creativity and innovation are rewarded.
 36. Our organization's awards program provides me with an incentive to do my best.
 65. How satisfied are you with the recognition you receive for doing a good job?
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Diversity Management

42. Supervisors/team leaders in my work unit are committed to a workforce representative of all segments of society.
 43. Policies and programs promote diversity in the workplace (for example, recruiting minorities and women, training in awareness of diversity issues, mentoring).
 44. Managers/supervisors/team leaders work well with employees of different backgrounds.
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