

2001-03 Performance Progress Report

For Quarter Ending 6/30/2003

Agency 111

Department of Personnel

Mission

The mission of the Department of Personnel is to support and facilitate state government's efforts to attract, develop, and retain a productive and diverse workforce that is capable of delivering quality services to the citizens of Washington State.

Goal Provide competitive, value-adding consultation, assistance, and service that is clearly focused on customer needs and outcomes, and is flexible with regard to process and regulation.

Performance Measure By survey, percentage of state agency customers reporting that they are satisfied or very satisfied with the services provided by the Department of Personnel during the past year.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				90%				90%
Actual				79%				79%
Date Measured								

Goal Develop and administer job classification and compensation systems that are equitable for state employees and adaptable to agencies changing business needs, Recruit high quality and diverse candidates for state jobs as efficiently as possible.

Performance Measure Average number of weeks to establish a list of eligible candidates, from date of agency request.

Outcome	Fiscal Year 2002				Fiscal Year 2003			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				4.0				4.0
Actual				5.2				5.2
Date Measured								