

2003-05 Performance Progress Report

For Quarter Ending 6/30/2005

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 Customer feedback index at milestones of development of the new Human Resource System

* SW #11 Improve the ability of state government to achieve its results efficiently and effectively.

	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Output								
Estimate				85%				85%
Actual				-----				-----
Date Measured								

Quarter 8 Comment We did not measure

Goal Provide training, development, and employee assistance services to enhance the skills, knowledge, and productivity of the state government workforce.

Performance Measure Average training participant evaluation ratings on a scale of 1-5

* SW #2 Improve the quality and productivity of the workforce.

	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Outcome								
Estimate				4.3				4.3
Actual				4.64				4.65
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 Number of new Internet Application (Inet App) recruitments

* SW #11 Improve the ability of state government to achieve its results efficiently and effectively.

	Fiscal Year 2004				Fiscal Year 2005			
	<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>
Outcome								
Estimate				100				100
Actual				216				228
Date Measured								

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Performance Measure Agencies satisfied with Inet App candidates quality and quantity

* SW #11 Improve the ability of state government to achieve its results efficiently and effectively.

Outcome	Fiscal Year 2004				Fiscal Year 2005			
	<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				85%				85%
Actual				71%				72%
Date Measured								