

## Choice Performance Confirmation Program Employee Performance Management Program Survey

### Purpose

Use these standardized survey questions and rating scales to assess the level of employee confidence in how your agency manages employee performance and the performance management program.

### Survey requirements

#### Survey questions and format

This survey must be conducted using the standard SHR questions and rating scales. While the questions and rating scales are required for confirmation, you may add questions. The list of required questions is provided below.

#### Survey rating scale

Please use the following anchored rating system:

1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

#### Survey administration and timing

The survey must be administered to all eligible employees. An overall response rate of at least 65 percent is required.

The survey must be conducted:

1. In preparation for your pre-application.
2. Immediately following your first award cycle and annually thereafter.

#### Survey results

The results of the survey should be reported both in total and separately for supervisors and for employees. You must obtain a 60 percent or more accumulative average percent positive score (i.e., agree and strongly agree) rating on survey questions to meet the final confirmation evaluation standards.

#### Survey analysis

A gap analysis and action plan should be developed to address any areas of concern in the survey results.

#### Survey reporting

When submitting your preliminary application you must describe your survey process and results. You must also include your gap analysis and action plan to indicate how you addressed or are working to address areas of concern.

## Survey questions

### Mandatory questions for all employees

The following questions must be asked of all eligible employees. If your agency participates in the statewide Employee Engagement Survey, insert the percentage of positive scores from the most recent survey for questions below noted with an asterisk.

1. My agency demonstrates a commitment to a performance-based culture.
2. My agency is committed to holding people accountable for results.
3. I know how my agency measures its success.\*
4. I know how my work contributes to the goals of my organization.\*
5. The key results in my current performance development plan are clearly linked to my organization's goals and performance measures.
6. The performance development plan process helps me improve my performance.
7. My performance evaluation provides me with meaningful information about my performance.
8. My supervisor gives me ongoing feedback that helps me improve my performance.\*
9. My supervisor sets goals for my team/work group.
10. I know what is expected of me at work.\*
11. My supervisor holds me accountable for performance.
12. My supervisor holds my co-workers accountable for performance.
13. My supervisor has the skills necessary to manage performance effectively.

### Mandatory additional questions – supervisors only

1. I know my roles and responsibilities in my agency's performance management process.
2. I have the skills necessary to manage my employees' performance effectively.
3. The key results I write in my employees' performance development plans are clearly linked to our agency's goals and performance measures.
4. The performance feedback I provide helps my staff improve their performance.
5. As a supervisor, I am able to meaningfully differentiate my staff's performance between excellent, satisfactory and low performance.

### Additional questions for annual reviews

The following questions must be asked of all eligible employees in addition to the mandatory questions listed above when surveying for the annual monitoring of the performance management confirmation program:

1. The performance management program motivates me to improve performance.
2. Productivity has increased since the performance management program was implemented.
3. Overall, I am satisfied with the performance management program in my agency.

### Consultation and assistance

SHR staff are available to assist you throughout the confirmation process, including a briefing to your executive management team about the confirmation process. For more information, please contact SHR at [shrplanning@ofm.wa.gov](mailto:shrplanning@ofm.wa.gov) or 360-407-4131.

### Tools and Resources

Use the following tools and resources to learn more about the confirmation process:

- Choice Performance Confirmation Program – Overview
- Application Guide – Preliminary Application Submittal Guide

**Office of Financial Management**

State HR Division

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- Preliminary Readiness Assessment
- Employee Performance Management Program Survey
- Baldrige/WSQA Question Crosswalk Table
- Final Application and Guide
- Monitoring Report Guide