

Measuring Success Toward Improving the Federal Hiring Experience



OPM will track and share progress toward improving the Federal hiring experience to assist governmentwide adoption of leading practices, identify where further guidance is needed, and inform future resource allocations. There will be no new reporting requirements for agencies. Data to assess progress will be taken from existing sources like USAJOBS and current satisfaction surveys. Information about what will be tracked is included here so you understand how progress will be measured and can plan accordingly.



Overall Goal / Future State



Overall Success Metric



Three Aims of the Future State

A future state where the Federal Government is able to hire the most qualified people for the roles it fills through a positive experience for applicants, hiring managers, and HR professionals.

The percentage of agencies meeting projected mission-critical occupation (MCO) hiring and staffing targets.

The overall goal of an improved experience focuses on three key stakeholders in the hiring process: applicants, hiring managers, and HR professionals.

Applicants

1



Aim #1: Improve the experience of applicants throughout the hiring process to attract and hire from a qualified and diverse applicant pool.

Metrics:

- Applicant satisfaction survey scores
- Net number of external hires to government
- Employee transfer rates within functional/professional communities

Hiring Managers

2



Aim #2: Improve the experience of hiring managers by enhancing efforts to refer applicants who are appropriately qualified and available for selection.

Metrics:

- Hiring manager satisfaction survey scores
- Percent of vacancies using assessments to replace or augment the self-report assessment questionnaires

HR Professionals

3



Aim #3: Improve the experience of HR professionals by advancing strategic hiring policies that increase the number of selections made from hiring actions within agencies and across the Federal Government.

Metrics:

- Number of pooled hiring actions where multiple agencies make selections
- Selection to action ratio