



Office of the
Director

UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
Washington, DC 20415

May 30, 2006

MEMORANDUM FOR CHIEF HUMAN CAPITAL OFFICERS

FROM: Marta Brito Pérez,
Associate Director,
Human Capital Leadership and Merit System Accountability

SUBJECT: Implementation of the Chief Human Capital Officers Council's
Management Satisfaction Survey

Recently, the Office of Personnel Management Director, Linda Springer, sent a memorandum to all Federal agency Chief Human Capital Officers (CHCOs) announcing the release of the CHCO Council's Management Satisfaction Survey. This survey is based upon criteria developed by the CHCO Council and is part of our broad effort to improve the Federal hiring process. The data derived from this survey will be used to support key Proud To Be objectives for your agency's strategic human capital management.

Each agency member of the CHCO Council is expected, therefore, to implement this survey and use the data collected according to the procedures listed below.

Implementation Procedures:

Effective upon receipt of this memorandum, agencies should begin administering this survey to its hiring officials using the following approach:

- Agency HR Offices distribute a Management Satisfaction Survey form (see attachment) to their hiring officials with each certificate issued;
- Agency hiring official completes the survey online after completing action on the hiring certificate. The Website is study.opm.gov/mss/;
- Agency hiring official returns the completed survey form and certificate to the HR office; and
- Agency HR Offices should retain the completed survey forms for later review.

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Data Collection and Reporting:

- Agencies should use survey data collected through August 31, 2006 to establish their baselines. OPM will provide survey results to agencies in early September 2006;
- Agencies will use this baseline data to set their targets and identify strategies for improving their hiring processes and submit a report to OPM on or before September 30, 2006;
- Starting in January 2007, OPM will prepare and distribute individual agency and governmentwide data on a quarterly basis;
- Agencies submit a status report to OPM in January 2007 on their progress in improving their hiring processes; and
- Agencies submit a report to OPM documenting results in meeting their targets on or before June 30, 2007.

If you have any questions about the implementation of the Management Satisfaction Survey, please contact David Herman of my staff at (202) 606-3736 or David.Herman@opm.gov.

Attachment

SAMPLE MANAGEMENT SATISFACTION SURVEY FORM

(Print on Agency Stationary and attach to Certificate of Eligibles)

FROM: Name
Chief Human Capital Officer
Agency

TO: Agency Hiring Official

SUBJECT: CHCO Council Management Satisfaction Survey for _____

Vacancy Number: _____

The Chief Human Capital Officers (CHCO) Council has developed a survey to obtain managers' perceptions of the hiring process at their agencies. This is another step in making meaningful improvements in our agency's and the Federal Government's hiring processes. The survey focuses on both the quality of candidates certified for hiring and the hiring flexibilities available to selecting officials. Data from this survey will be used to help us meet our agency's hiring objectives.

I am requesting each of our hiring officials take the following actions for every certificate issued to them:

1. Complete the survey located at study.opm.gov/mss/. This should take five minutes or less.
2. Verify that you have completed this survey by signing and dating this memo in the space below and returning it to the issuing HR Office along with the completed certificate.

Hiring Official's Signature

Date