

Performance System Analysis Questions

Response

- What are the desired and undesired, or alternative, Responses?

Performer

- Does the Performer have the necessary knowledge and skill to perform?
- Does the Performer know why the performance is expected?
- Is the Performer well suited to the job?

Situation

- Have performance expectations, including measures and standards, been established for the desired Response?
- Have performance expectations been clarified with the Performer?
- Does the Performer agree that these expectations are attainable?
- Can the Performer easily recognize the signal to perform?
- Is the input the Performer receives appropriate, correct, and timely?
- Are job procedures and work flow effective?
- Does the desired Response have sufficient priority relative to other Responses?
- Are adequate resources available: time, people, money, information, tools, or support equipment?
- Do the physical surroundings support effective performance?

Consequences

- Are the Consequences immediate enough to encourage the desired Response?
- Are appropriate Consequences provided consistently?
- Are the Consequences significant to the Performer?
- On balance, do the Consequences encourage the desired performance?

Feedback

- Does the Performer receive any information about performance?
- Is the Feedback used to encourage the desired performance?
- Are relevant measures of performance being fed back?
- Does the Feedback include information about progress over time?
- Does the Performer receive timely Feedback?
- Does the Performer receive Feedback frequently enough to maintain or enhance performance?
- Is the Feedback specific enough to influence performance?
- Does the Feedback include information about the value of the performance to the organization?
- Is the Feedback communicated in a positive, nonthreatening manner?