



HR Department Effectiveness Survey

**Optimum Performance Human
Resources Consultants**

**Objectively Evaluate Human Resources Department
Effectiveness within your Organisation**

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Welcome to the HR Department Effectiveness Survey

If you are a Human Resources Leader who aspires to create a high performance Human Resources Department that can successfully traverse all levels of your organisation, you will understand the essential requirement to objectively evaluate and analyse HR performance and business contribution at regular intervals.

While we offer a range of tools/metrics that can be used to create a fully integrated process, one key element we recommend is the design and implementation of an annual HR Effectiveness Survey which can be utilised with all HR Department key internal customers to objectively and confidentially ascertain their perceptions and views in critical areas including:-

- HR Department harmony and teamwork
- HR Department competency and contemporary understanding
- HR Department areas of emphasis
- HR Department business acumen and understanding
- HR Department analytical and reporting capability
- Customer satisfaction and support
- Customer comprehension and understanding of the HR department role and purpose

When properly conducted the result will be an objective evaluation of HR Department performance that can be utilised as the foundation upon which improvement plans can be established and progress can be benchmarked into the future.

On the following pages we are pleased to provide you with a complimentary copy of our HR Department Effectiveness Survey for application/usage within your organisation. In order to achieve the best possible results we recommend that you: -

- Initially identify all key customers within your organisation whose views and perceptions will be welcomed and appreciated by the HR team
- Explain to them the purpose/reasons for conducting the Survey, ensuring that their responses will remain confidential at all times
- Compile your aggregate results for analysis and evaluation within the HR Department
- Prepare a report of key findings and outcomes for distribution to all Survey participants

We trust that you will find our HR Department Effectiveness Survey to be a practical and worthwhile tool for regular application within your HR function.

Regards,



Managing Director

 optimumperformance
Human Resources Consultants

		YES	NO	UNSURE
Human Resources Department - Effectiveness				
1)	The HR Department clearly understands our organisation's business plan and key objectives			
2)	All members of the HR Department share a common understanding of their true purpose and role within our organisation			
3)	I/other key members of my Department have a clear understanding of HR's true purpose and role within our organisation			
4)	The HR Department develops programs and services that support our organisations business plan and key objectives			
5)	The HR Department strives to genuinely understand my key business priorities and issues			
6)	The HR Department spends too much time telling me what I can't do and not time enough telling how it can help me			
7)	The HR Department can present a compelling business case supporting programs or services it believes are important for our organisation to adopt			
8)	The HR Department all too often uses legislative compliance or threat of prosecution as its key justification for getting things done			
9)	The HR Department sees its primary role as regulating workforce terms and conditions of employment			
10)	The HR Department sees its primary role as optimising workforce performance and contribution			
11)	When the HR Department says that it will get back to you, you know that you will get an answer			
12)	The HR Department is willing to negotiate new programs or services to suit my business operating requirements			
13)	The HR Department is always approachable and willing to help			

		YES	NO	UNSURE
Human Resources Department - Effectiveness				
14)	The HR Department tells it like it is, even if they know it is something that I may not want to hear			
15)	When considering important issues the HR Department considers all points of view before making a decision			
16)	The HR Department remains abreast of the latest developments and concepts in effective people management			
17)	The HR Departments approach to introducing new programs or initiatives is that of one size fits all			
18)	The HR Department actively seeks out and evaluates business data and performance results			
19)	The HR Department actively seeks out and uses workforce data and metrics to demonstrate where we are effectively managing our workforce and where improvement is required			
20)	The HR Department clearly understands the critical success factors that underpin our organisation's ongoing success and sustainability			
21)	The HR Department regularly evaluates its own performance and seeks out opportunities for improvement			
22)	Programs and services that the HR Department develops are usually effective and of a high standard			
23)	The HR Department strives to build effective working relationships with myself & other key members of my Department			
24)	The HR Department are a united team where everybody works effectively together			
25)	The HR Department effectively balances the needs of our business with the expectations and requirements of our workforce			



**Stephen Moore,
Founder and Managing Director**

Stephen Moore is a vastly experienced Human Resources professional who has spent more than thirty years in Human Resources Management, initially as a senior practitioner in the airline, hospitality, manufacturing and retailing sectors and more recently as Managing Director of his own consulting practice where he has developed a diverse client base extending across three continents.

The combination of Stephen's extensive corporate experience and consulting work has enabled him to develop a deep understanding of the five core disciplines that lead to the development of high performance Human Resources Departments that can effectively traverse all levels of the business.

Stephen uses this expertise to develop Human Resources capability and effectiveness in organisations large and small, private and public.

For more information about the services we offer, please visit our website at www.optimumperformance.com.au, call us on **61+3) 9249 9653** or Email us at enquiries@optimumperformance.com.au

