



Oregon Department of Administrative Services

Welcome to the Department of Administrative Services (DAS) Performance Management System (KPM) Survey

Thank you for participating in this survey!

If you have questions or comments, please contact Rick Gardner, Performance Management (KPM) Coordinator, directly at (503) 378-3117, rick.l.gardner@state.or.us

THANKS!



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SURVEY PURPOSE

Under the direction of the Governor of the State of Oregon, the Department of Administrative Services (DAS), Budget and Management Division (BAM) has assumed primary management responsibility for the state's Performance Management (KPM) system.

This survey is intended to gather important information from agency systems users, which will be used in ongoing system planning and improvement efforts. Information from the survey is essential in helping focus improvement efforts.

We want to examine how you are using the system currently, and also to get your opinions about how well it is working.

Directions for Completing the Survey

This survey primarily uses two basic types of questions/items, FORCED CHOICE and FILL IN THE BLANK.

The most common within the survey is the **FORCED CHOICE**. Forced Choice items will have a rating scale listed (from high to low). To answer these questions, simply *left-click your mouse on the choice that best represents your answer to the question*. A dot will appear in the circle on the option you selected, and then you can move on to the next item. The second type is a **FILL IN THE BLANK** item. In these survey items you will see a space, or series of lines following the question or item. Simply place your mouse cursor at the beginning of the line or space, and begin typing your response.

YOU CAN CHANGE ANY OF YOUR ANSWERS UNTIL YOU MOVE TO THE NEXT PAGE.

The back button on your browser has been disabled. This is because if you move back through the survey, your responses after that point will be automatically deleted.

THIS SURVEY DOES NOT HAVE A SAVE FUNCTION.

You must complete the survey in one session. If you stop at any time before completing the survey your responses will be lost and you will have to begin the survey again. The survey should take about twenty minutes to complete.

ONCE YOU HAVE COMPLETED THE SURVEY AND CLICK ON SUBMIT IT WILL AUTOMATICALLY BE RETURNED FOR PROCESSING. YOU NEED TAKE NO FURTHER ACTION.



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Survey Respondent Information - Demographics

1. Agency name

2. Contact information (optional)

Your Name

Telephone

Mailing Address

3. Your position

- Director
- Deputy Director
- Division Manager
- Program Manager
- Performance Management Coordinator
- Other

If you selected other please explain.

4. Size of your organization (numbers of full-time employees)

- 1 - 50
- 50 - 150
- 150 - 500
- 500 - 1000
- 1000+



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5. Total time of personal experience you have with the current Performance Management (KPM) system.

- Under One Year
- 1 - 2 Years
- 3 - 5 Years
- 5+ Years



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How does your agency currently use the Performance Management (KPM) system?

6. The current Performance Management (KPM) system functions primarily as ...

- | | |
|---|----------|
| <input type="radio"/> An administrative reporting requirement (little if any usable information to the agency). | Comments |
| <input type="radio"/> An administrative reporting requirement (some useful information to the agency). | _____ |
| <input type="radio"/> An effective system for planning, tracking and reporting agency performance against key indicators. | _____ |
| <input type="radio"/> An effective system used to drive planning and performance improvement within the agency. | _____ |
| <input type="radio"/> Other (please explain) | _____ |

7. Functional responsibility for coordinating the Performance Management (KPM) system is done by ...

- | | |
|--|----------|
| <input type="radio"/> Agency Leadership | Comments |
| <input type="radio"/> Mid-Management | _____ |
| <input type="radio"/> Supervisor | _____ |
| <input type="radio"/> Professional/Technical | _____ |
| <input type="radio"/> Other (please explain) | _____ |

8. The degree to which agency management and employees participate in the Performance Management KPM system in my agency is ...

- | | |
|--|----------|
| <input type="radio"/> Extremely narrow, very few people involved | Comments |
| <input type="radio"/> Fairly narrow | _____ |
| <input type="radio"/> Moderate involvement | _____ |
| <input type="radio"/> Broad involvement | _____ |
| <input type="radio"/> Don't Know (does not apply) | _____ |



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How does your agency use the Performance Management (KPM) system?

9. Information generated from the KPM system reports is distributed to ...

- Agency Leadership only
- Agency Leaders and Management only
- Agency Leaders, Management and Supervision
- All Agency personnel
- All Agency personnel and external stakeholders
- Other (please explain)

Comments

10. To what degree is agency strategic planning linked to the Performance Management (KPM) system?

- Unknown
- Essential connection
- Moderate connection
- Some connection
- No connection

Comments

11. To what degree is agency operational planning linked to the Performance Management (KPM) system?

- Unknown
- Essential connection
- Some connection
- No connection

Comments



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How does your agency use the Performance Management (KPM) system?

12. To what degree is daily agency decision-making linked to the KPM system?

- Not at all
- Somewhat
- Substantially
- Completely

Comments

13. To what degree are agency process and performance improvement efforts impacted by the KPM system?

- No impact
- Some impact
- Moderate impact
- Substantial impact

Comments



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Performance Management (KPM) System Evaluation

14. Within my agency, the Performance Management (KPM) system is currently seen as:

- Unimportant
- Low Importance
- Some Importance
- Important
- Critical

Comments

15. As a useful tool for your agency to communicate performance outcomes within the agency, the current Performance Management (KPM) system is:

- Useless
- Of some use
- Useful
- Extremely useful

Comments

16. As a tool to communicate agency results to stakeholders and the public, the Performance Management (KPM) system is:

- Useless
- Of some use
- Useful
- Extremely useful

Comments



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17. As a tool for adding value to the overall agency management process, the Performance Management (KPM) process is:

- Useless
- Of some use
- Useful
- Extremely useful

Comments

Performance Management (KPM) System Evaluation

18. Overall, how would you rate the usefulness of the Performance Management system?

- Not useful
- Somewhat useful
- Useful
- Extremely

Comments

19. Overall, how would you rate the **difficulty of use** of the Performance Management (KPM) system?

- Extremely Difficult
- Difficult
- OK
- Easy
- Very easy

Comments



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You have completed the 200 DAS Performance Management (KPM) Survey!

Thank you so much for participating!

23. If you would like to be contacted personally in follow-up to this survey (if you have issues or concerns), please complete the following:

What sort of contact would you like?	Who do you need to speak with?	Description of Issue or Concern
<input type="radio"/> Response to a Complaint	_____	_____
<input type="radio"/> Answer to a Question	_____	_____
<input type="radio"/> Comments/feedback to pass on	_____	_____

24. General Comments on the survey process

If you have questions or comments, please contact me directly at (503) 378-3117, rick.l.gardner@state.or.us

THANKS!

Rick Gardner, Performance Management Coordinator