

# Organizational Health Report User Guide

**Navigation Overview:** At the top of each page, there are navigation buttons that allow users to move between different pages of the tool. The "**Home**" button directs users to the homepage, while the "**Explore**," "**Resources**," and "**FEVS Study**" buttons each take users to their respective pages.



**Home Page:** This page offers a summary of the tool, its purpose, and its significance. Users can click on buttons like "Work Environment," "Performance," and "Health" to learn more about those areas. Contact details are also provided, along with a link([OMB Memo M-23-15](#)) to the source information that underpins the tool's content.

**OPM** U.S. Office of Personnel Management

## Organizational Health & Performance Measures Exploration Tool

[Click here to view User Guide](#)

**Purpose**  
This web-based tool can help agency leaders, evaluators, and data owners catalog and explore the range of potential measures and data sources for monitoring organizational effectiveness and making changes that support mission success.

This tool presents ways to use agency data but does not contain agency specific data. Permissions to agency-specific data are managed at the agency level.

The content of this tool is based on [OMB Memo M-23-15](#)

**Work Environment**  
**Performance**  
**Health**

Click on the images in the inner circle to see why these areas are important

Last Refreshed Date: 08/21/2024  
Developed by OPM's HR Strategy & Evaluation Solutions (HRSES)  
For questions contact [HRStrategy@opm.gov](mailto:HRStrategy@opm.gov)

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**Explore Page:** A link labeled "Click here to view page instruction" is available to help users navigate this section. It provides recommendations and considerations when users filter by a challenge area and select a data source.

The screenshot shows the 'Explore Potential Measures' page in Microsoft Power BI. The top navigation bar includes 'Home', 'Explore', 'FEVS Study', 'Resources', and the 'Organizational Health and Performance' title with the OPM logo. The main heading is 'Explore Potential Measures (Click here to view page Instructions)'. Below this, a sub-heading reads 'Select a challenge area and data source to explore potential ways to measure your organization's health and performance.' There are two dropdown menus: 'Select a Challenge Area' (set to 'Customer Experience') and 'Select a Data Source' (set to 'Organizational Surveys (i.e., OPM FEVS, exit)'). A 'Clear data source selection' link is to the right. A link 'See more about the selected data source' is below the data source dropdown. The main content area is split into two columns. The left column, titled 'Advice for Organizational Surveys (i.e., OPM FEVS, exit)', contains two paragraphs of text. The right column, titled 'Measures to consider', lists 'OPM FEVS Performance Confidence Index'. On the far right, a light blue box titled 'Steps to Identify Appropriate Measures' contains a three-step process: 1. Select challenge area and data source based on your environment (with a 'See more information' link), 2. Review measures and advice (with a 'See more information' link), and 3. Take this further - seek out available data (with a 'See more information' link'). The bottom of the page shows the Microsoft Power BI interface with a page number '2 of 4' and social media icons.

Home Explore FEVS Study Resources Organizational Health and Performance OPM

**Explore Potential Measures** (Click here to view page Instructions)

Select a challenge area and data source to explore potential ways to measure your organization's health and performance.

Select a Challenge Area: Customer Experience

Select a Data Source: Organizational Surveys (i.e., OPM FEVS, exit) Clear data source selection

See more about the selected data source

**Advice for Organizational Surveys (i.e., OPM FEVS, exit)**

Organizational surveys can be a great source of information on employee and other internal customer attitudes and perceptions about the quality of services they receive. For example, the OPM FEVS Performance Confidence Index and Customer Responsiveness Dimensions provide direct feedback on the extent to which employees believe their organization is responsive to customer needs and fulfilling those needs as part of mission operations.

Organizational surveys can also be designed to diagnose internal issues that impact customer service, such as understanding employee barriers to providing optimal customer service.

**Measures to consider**

OPM FEVS Performance Confidence Index

**Steps to Identify Appropriate Measures**

1. Select challenge area and data source based on your environment [See more information](#)
2. Review measures and advice [See more information](#)
3. Take this further - seek out available data [See more information](#)

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**FEVS Study Page:** This section allows users to explore key drivers of organizational health and performance, as measured by the Federal Employee Viewpoint Survey (FEVS). Users can select an outcome or sub-outcome of interest to further investigate the factors contributing to organizational success. The page includes step-by-step instructions on using FEVS key drivers, with example links to help illustrate each step.

The screenshot shows the 'FEVS Key Drivers of Organizational Health and Performance' page. At the top, there is a navigation bar with 'Home', 'Explore', 'FEVS Study', and 'Resources' icons, followed by the text 'Organizational Health and Performance' and the OPM logo. Below the navigation bar, the page title is 'FEVS Key Drivers of Organizational Health and Performance' with a link to 'Click here to view page Instructions'. A note states: 'Follow the steps for using FEVS Key Drivers to dive deeper into the factors that drive success in your organization.' and 'Note: Key Drivers with an Asterisk (\*) are considered Second-Tier Key Drivers, meaning they did not meet the threshold to be considered a Primary Key Driver.' There is a 'Why FEVS?' button. The main content area has two dropdown menus: 'Select Outcome of Interest' (set to 'Employee Experience Index') and 'Select Sub-Outcome' (set to 'Work Engagement'), with a 'Clear sub-outcome selection' link. Below these are two columns: 'Key Drivers for Employee Experience Index: Work Engagement' (listing Credibility, Employee Development, Employee Voice, Goal Clarity, Inclusion/Individual Consideration, Intrinsic Work Experiences, and Leaders Lead) and 'FEVS Items for Employee Experience Index: Work Engagement' (listing 'My job inspires me.' and 'The work I do gives me a sense of accomplishment.'). To the right is a 'Steps for using FEVS Key Drivers' box with three steps: 1. Identify Outcome of Interest (Performance Indices) with a 'View example' link; 2. Identify Improvement Areas (Key Drivers) with a 'View example' link; and 3. Identify Action Areas (Items) with a 'View example' link. The bottom of the screenshot shows the Microsoft Power BI interface with '3 of 4' and social media icons.

**Resources Page:** This page provides links to publicly available resources for further exploration.

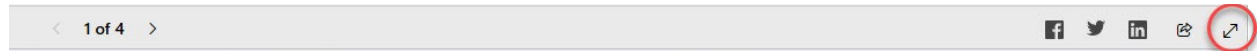
**Resources**

Use these links to find publicly available data for your agency. To obtain agency-specific data, please contact your agency's data champion.

Publicly Available Resources	Description
<a href="#">Cyber Workforce Dashboard</a>	dashboard to inform cyber workforce planning efforts and support agencies in data-driven decision making on current and future cyber workforce requirements
<a href="#">Fedscope</a>	human capital data cubes, cube dashboards/maps, visualizations, and raw datasets
<a href="#">Hiring Assessment and Selection Outcome Dashboard</a>	seeks to help Federal HR Professionals and Hiring Managers identify best practices in the use of assessments across agencies and job occupations using government-wide data and trends
<a href="#">HRStat</a>	strategic human capital performance evaluation process that identifies, measures, and analyzes human capital data to inform the impact of an agency's human capital management on organizational results with the intent to improve human capital outcomes
<a href="#">OPM Federal Employee Viewpoint Survey (OPM FEVS)</a>	reports, public release datafile, and dashboard
<a href="#">OPM Time to Hire Dashboard</a>	dashboard designed to inform the public on the speed of hiring for the federal government's mission critical occupations
<a href="#">Performance.gov</a>	data-driven progress updates from the teams responsible for U.S. strategy execution
<a href="#">PMA Metric: Hiring Manager Satisfaction Dashboard</a>	results of Hiring Manager Satisfaction Survey

## Accessibility Details

To view the report in full screen mode, navigate to the bottom right corner of the Power BI canvas and select the arrow to expand the report.



Further accessibility instructions are provided using the mouse and/or the keyboard.

**Mouse Accessibility:** Users can easily navigate the tool by clicking with a mouse.

**Keyboard Accessibility:** Various keyboard shortcuts are available for easy navigation:

- **Ctrl + Enter:** Activates the report page, allowing you to navigate content and links within the report.
- **Tab:** Moves focus to the next section (e.g., filter, content, link).
- **Shift + Tab:** Moves focus to the previous section.
- **Enter or Spacebar:** Selects or deselects an object.
- **Esc:** Exits a layer or visual. Depending on how many layers the focus has gone into a visual, it may be required to press the escape key twice or more to exit each layer.
- **Alt+Shift+F10:** This combination shows the filters applied to the highlighted visual.
- **Alt+Shift+F11:** This combination navigates to the focus mode of the highlighted visual.
- **Ctrl+ Alt + O:** Opens URL links within a table visual. Use the tab key to navigate to the table visual, Press the enter key to focus on the table visual, use the tab key to focus on the specific link of choice. Use the combination provided to be redirected to the link.

To click on links within a text, navigate to the text box using tab key, press the enter key to get into the text box, then press the tab again to focus on the link. Finally, press the enter key to be redirected to the link.

For more detailed keyboard shortcuts, visit the official [Power BI documentation](#).