

ORGANIZATIONAL CLIMATE ASSESSMENT PROGRAM (OCAP)

How can high performing organizations keep committed and engaged employees? To accomplish this, organizations must understand what matters most to their employees. It has been said that employees who are satisfied with their work environment tend to be more motivated, creative and productive.

The Office of Resolution Management (ORM) offers the *Organizational Climate Assessment Program (OCAP)* to VA organizations with the primary goal of helping VA measure employee satisfaction in their workplace environments.

This proactive approach captures the voice of the employees and provides actionable feedback to executives. This will result in such benefits as enhanced leadership, enhanced strategic planning, collaborative efforts, more effective communications and employee teamwork.

OCAP MODEL

The following is used in assessing organizational climates:

(1) Web-Based Climate Survey

This survey is used to obtain input from a cross section of employees about the environments in which they work. To encourage candid responses, the survey is voluntary and confidential. The survey is electronically distributed to all employees and the comments are not attributed to any individual.

Similarities can be drawn between the responses to survey questions and the responses to focus groups questions. This provides for consistent quantitative and qualitative data analysis.

(2) Focus Groups

Focus groups are carefully organized interviews led by skilled moderators. The groups are designed to encourage individuals to share perceptions, opinions, and thoughts about their work environments in a structured and non-threatening discussion. Employees are randomly selected to participate in these voluntary focus groups.

(3) Individual Interviews

Executive Leaders, select management officials, EEO and HR Managers, and Union officials are interviewed to obtain their perception of the workplace environment.

(4) HR- Programs and EEO Complaint Activity

Human Resource and EEO data are reviewed to identify significant systemic patterns and trends that suggest problems in work environments.

BENEFITS

- ❖ Identify best practices
- ❖ Identify root cause of workplace disputes
- ❖ Provides feedback to assist with strategic planning
- ❖ Explore issues that are important to employees
- ❖ Open lines of communication
- ❖ Identify training needs
- ❖ Attract individuals to public service
- ❖ Cost avoidance

OUTCOME

- ❖ Increased productivity
 - ❖ Enhanced morale and employee satisfaction
 - ❖ Reduced cost of EEO complaints and union grievances
 - ❖ Improved quality of service to Veterans
 - ❖ “Employer of Choice” environment
-

For additional information about ORM's services and programs, please visit our Web site at <http://www.va.gov/orm>.

Or

Visit One of Our Field Offices

Central Plains Operations

Houston, TX

Great Lakes Operations

Cleveland, OH

Mid-Atlantic Operations

Washington, DC

Mid-South Operations

Little Rock, AR

Northeastern Operations

Lyons, NJ

Southeastern Operations

Bay Pines, FL

Western Operations

Los Angeles, CA

The Office of Resolution Management (ORM) provides EEO discrimination complaint processing services and other programs for the prevention and early resolution of workplace disputes for the Department of Veterans Affairs (VA).



"Our Employees are the Foundation of the Department and the Key to Our Success."

Anthony J. Principi,
Secretary of Veterans Affairs

**ORGANIZATIONAL
CLIMATE ASSESSMENT
PROGRAM
(OCAP)**



**Office of Resolution
Management**



Department of Veterans Affairs

For additional information about OCAP, contact:
Office of Resolution Management
The Enterprise Office
(913) 758-6970

Revised 9/04

**"Improving Environments To Better
Serve Our Nation's Veterans"**