12 Factors Affecting Human Performance

Whether diagnosing a problem of human performance, establishing the conditions that would support and ensure it, or taking stock of the overall state of human performance in your organization, the same 12 elements are involved. See the list below.

Measurement	Progress	Achievement	Value
Commitment	Connections	Competence	Consequences
Cooperation	Resources	Authority	Disruptions

What's the state of human performance in your organization? If you can answer "Yes" to all 12 questions below, it's probably in pretty good shape. Any questions with other than "Yes" answers probably warrant some attention.

1. Can people explain how the results for which they are responsible are measured?
2. Are people able to monitor progress toward achievement of the results for which they are accountable?
3. Are people able to assess the achievement of the results for which they are accountable?
4. Do people see the value of the results they are expected to achieve?
5. Are people committed to achieving the results for which they are accountable?
6. Can people correctly describe the connections that link their individual actions with the results for which they are accountable?
7. Are people competent to carry out the actions required to achieve the results for which they are accountable?
8. Do people view the consequences of achieving the results for which they are accountable as positive and the consequences of not achieving them as negative?
9. Do people receive the cooperation or collaboration on the part of others that is necessary for the achievement of the results for which they are accountable?
10. Do people have access to or are they provided with the resources needed to achieve the results for which they are accountable?
11. Do people have the authority to act necessary to achieve the results for which they are accountable?
12. Are people able to cope with unforeseen disruptions or disturbances?