

# ORM Update

Gisile Goethe  
Director, Office of Resource Management  
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**Thrift Savings Plan**

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD  
77 K Street, NE · Washington, DC · 20002  
1-877-968-3778 · [tsp.gov](https://www.tsp.gov)

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# Agenda

- **ORM Overview**
- **Human Capital Update**
- **Federal Employee Viewpoint Survey (FEVS) Update**



# ORM Functional Statement and Strategic Focus



ORM serves as a strategic partner with leadership to develop and deliver innovative programs designed to support Agency mission and its employees



*Provide a physical work environment that is safe, secure, adaptable, and resilient*



*Understand and strengthen individual and enterprise capacity to meet mission needs*



*Establish a strong organizational culture that exemplifies our core values*



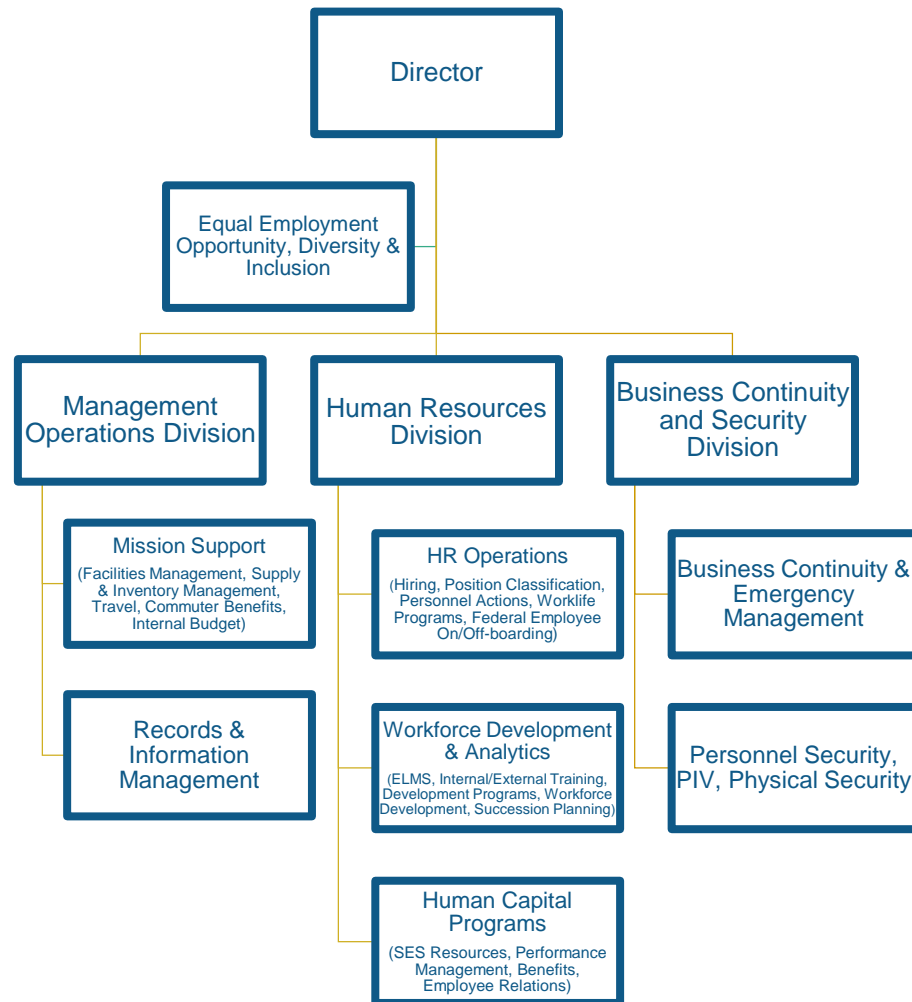
*Ensure that the FRTIB has the right skills, competencies, and leadership at all levels*



*Synchronize key business processes with existing policies, procedures, the business continuity plan, and internal controls...*



# ORM Organizational Structure



# Human Capital Update



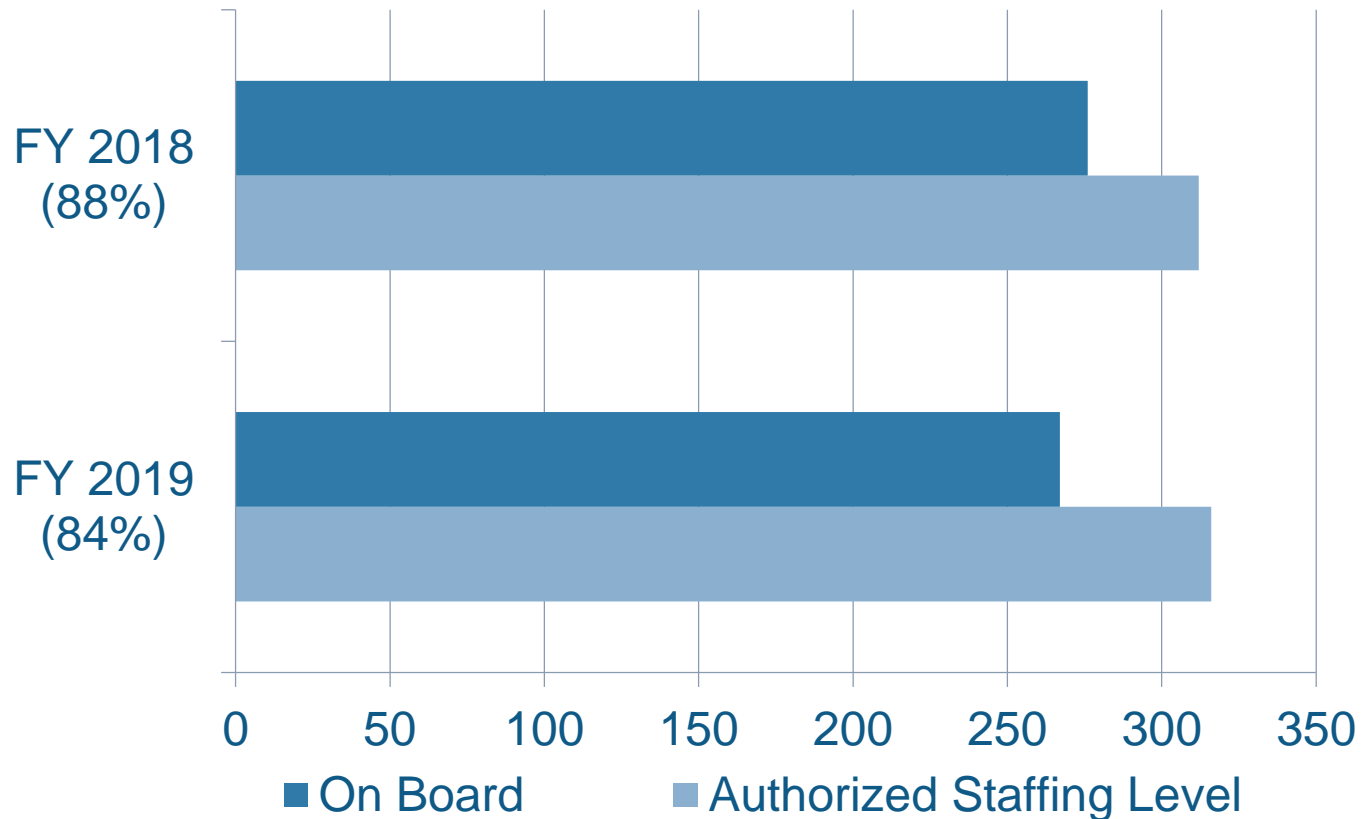
# Human Resources - Hiring Progress



## Attrition Rates

FY 2018: 7.61%

FY 2019: 9.19%



# Strategic Alignment & Leadership and Knowledge Management



## Leadership Development

- Operated Leadership Development Program
- Operated Executive Coaching Program
- Conducted supervisory 360 assessments
- Delivered targeted supervisory refresher training



## Knowledge and Change Management

- Provided Change Management support for office specific and agency-wide changes, including POMP
- Developed/Updated 17 Human Capital Policies and Procedures



## Human Capital and Workforce Planning

- Completed Skill Gap Analysis for 11 offices and Agency-wide
- Successfully closed out OPM audit findings
- Conducted Program Evaluations on a variety of Human Capital Programs.



# Performance Culture and Talent Management



## Performance & Recognition

- Conducted evaluation of GS Performance Management Program
- Awards and Recognition Tool-kit
- Hosted the Second Annual Honorary Awards Ceremony



## Staffing, Classification & Benefits

- Completed 100% of OPF quality reviews
- Completed 3 Office Re-Organizations
- Established Time-to-Hire goals and implemented a Hiring Manager satisfaction survey.

## Training & Development

- Operated Academic Degree, Tuition Assistance and Mentor Programs
- Implemented a non-supervisory coaching program
- Added a robust compliance training module to our Enterprise Learning Management System (ELMS)



# **Federal Employee Viewpoint Survey (FEVS) Results 2019**



# 2019 FEVS Results

73%

Response rate



53%

Male



35%

Agency tenure  
of 1 to 3 years



49%

Advanced Degree



## New IQ (Inclusion Quotient)

FRTIB 65%  
Govt: 62%

Fair

Government 49%

49%

Open

Government 61%

67%

Cooperative

Government 59%

63%

Supportive

Government 79%

84%

Empowering

Government 61%

60%



## Global Satisfaction

FRTIB 66%  
Govt: 65%

### Satisfaction w/ Pay

Government 63%

68%

### Satisfaction w/ Agency

Government 61%

64%

### Satisfaction w/ Job

Government 69%

68%

### Recommend as Good Place to Work

Government 67%

65%



## Employee Engagement

FRTIB 70%  
Govt: 68%

### Leaders Lead

Government 57%

57%

### Supervisors

Government 76%

79%

### Intrinsic Work Experiences

Government 72%

73%



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# Engagement Index

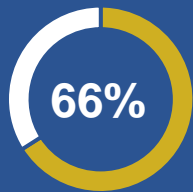
2019



2018



2017



Leaders Lead (% positive)	2017	2018	2019	Govt
Generates high levels of motivation/commitment	40%	41%	40%	45%
Maintains high standards of honesty/integrity	47%	48%	49%	56%
Communicates agency goals/priorities	60%	62%	73%	65%
How good a job do you feel is being done by the manager directly above your supervisor	59%	60%	67%	63%
I have high level of respect for my Agency's senior leaders	46%	51%	55%	57%
Supervisors (% positive)	2017	2018	2019	Govt
Supports employee development	83%	78%	80%	71%
Listens to what I have to say	80%	85%	81%	80%
Treats me with respect	86%	86%	86%	84%
I have trust and confidence in my supervisor	72%	76%	73%	72%
Overall, how good a job do you feel is being done by your immediate supervisor	77%	76%	75%	74%
Intrinsic Work Experiences (% positive)	2017	2018	2019	Govt
Feel encouraged to come up with new and better ways to do things	64%	65%	66%	62%
Work gives me a feeling of personal accomplishment	62%	68%	74%	72%
I know what is expected of me on the job	72%	76%	79%	81%
My talents are used well in the workplace	60%	56%	60%	61%
I know how my work relates to the Agency's goals	77%	84%	87%	85%



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# Questions?

