Your Human Capital Management Assessment

The heartbeat of any organization can be summed up in one word: people. It isn't the technology or automated processes that many agencies have come to rely on over the years — although both play vital roles.

But people are often the costliest — although undeniably the most valuable — resource within an agency. That's why human resources departments must position themselves as strategic partners to assist government agencies in their quest to attract, hire, retain and train employees. This is especially critical for state and local governments as they compete for top talent across the workforce.

GovLoop and Kronos collaborated on this worksheet to help you assess your workforce needs and find the human capital management solution that best fits your agency.

Talent Acquisition

How would you rate your agency's ability to easily transition candidates from recruiting to onboarding?

1	2	3	4	5
Poor	Fair	Good	Very good	Excellent

Are you satisfied with your agency's time-to-hire metrics and cost-to-hire metrics?

1	2	3	4	5
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

Talent Management

How would you rate the ability of your current human capital management (HCM) platform to support ongoing performance conversations with different worker types?

1	2	3	4	5
Poor	Fair	Good	Very good	Excellent

How satisfied are you with the ability managers have to see how employees are performing and what focus areas to work on?

1	2	3	4	5
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

Self Service

How would you rate the process for employees to request their own time off without needing to rely on a manager?

1	2	3	4	5
Poor	Fair	Good	Very good	Excellent

How satisfied are you with the time it takes for managers to quickly understand what requests (paid time, timesheet, etc) are coming from team members?

1	2	3	4	5
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

Payroll

How would you rate the self-service access that employees have to their pay and/or leave data?

1	2	3	4	5
Poor	Fair	Good	Very good	Excellent

How satisfied are you with the level of automation in your compliance reporting processes?

1	2	3	4	5
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

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Benefits Administration

How satisfied are you with the extent to which your benefits enrollment process is integrated with onboarding?

1	2	3	4	5
Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied

How would you rate the self-service access that employees have to their benefits information? Via mobile device?

1	2	3	4	5
Poor	Fair	Good	Very good	Excellent

Total your score. Write down how many times you selected each of these numbers:

1 & 2 _____

3 & 4 _____

5 _____

Finding a human capital management system that fits

Great people power your agency's efforts to accomplish the mission. But when you rely on manual or disparate systems, inefficient processes can frustrate your employees and lead to retention issues. The bottom line is, human resources professionals can't develop and engage a modern workforce if platform challenges are keeping them from successfully doing their jobs.

A technology solution that gives HR the visibility to see the bigger picture can help them become a better partner to the agency and more easily manage and engage with employees.

Regardless of where you are in your journey to find the right HCM solution, we've provided some helpful best practices below.

If you answered mostly 1 & 2…

Perhaps you are looking to revamp your current HCM platform or make serious changes to your existing solution. The first steps in any HCM platform-selection process are recognizing when it's time to invest in new technology and deciding what the ideal end state of the project should be. Make sure you understand what the most pressing challenges/pain points are that need to be addressed, and get clarity around your priorities for different HCM-related needs.

If you answered mostly 3 & 4…

There are things you like about your current HR tools and processes, but there is room for improvement. If you're leading the charge to evaluate and purchase an HCM platform, you'll want to assemble a cross-functional team of key stakeholders who understand the needs of the primary departments at your organization. It pays to think big here — your new HCM platform shouldn't just serve the needs of a specific group. It should be the one source of truth for your entire organization when it comes to people data and processes.

If you answered mostly 5…

It sounds like you are for the most part satisfied with the technology and processes you have in place. The key now is ensuring employee buy-in. Let's face it, you can have the most innovative HCM technology, but if your people don't use it, you won't see any improvement in your organization's processes and strategies. It's imperative that you understand the various needs of different workforce groups that will be interacting with the technology to complete tasks.

The right HCM platform will give your organization the tools to work smarter and more seamlessly. It will give your employees the engaging, consumer-grade experience the modern workforce expects. Use the tips in this worksheet to help you get started in finding the best-fit solution for your workforce.

To learn more about the Kronos® HCM experience, visit kronos.com/experience.