



# Organizational Performance

The perception that the organization operates well to accomplish goals and deliver high-quality output when pressured by demanding deadlines.



The following items are used to assess Organizational Performance on the DEOCS using a 7-point response scale from strongly disagree to strongly agree.

1. When short suspense/tasks arise, people in my organization do an outstanding job in handling these situations.
2. My organization's performance, compared to similar organizations, is high.
3. My organization makes good use of available resources to accomplish its mission.

	Favorable	Unfavorable
Indicators	<ul style="list-style-type: none"> <li>• Effective communication and dissemination of knowledge/information</li> <li>• Transformational leadership styles are positively used</li> <li>• Organizational learning occurs - members' knowledge is increased and enhanced</li> <li>• Members' have a clear understanding of mission, vision, and intent</li> </ul>	<ul style="list-style-type: none"> <li>• Low leader competency levels</li> <li>• Toxic or destructive cultures created by those leaders</li> <li>• Increased member turnovers</li> <li>• Poor or non-existent communication and understanding</li> </ul>
Outcomes	<ul style="list-style-type: none"> <li>• Documented increases in:               <ul style="list-style-type: none"> <li>○ Individual performance</li> <li>○ Overall operating results</li> <li>○ Member morale</li> <li>○ Improved efficiencies</li> </ul> </li> <li>• Members demonstrate personal initiative to get things done</li> </ul>	<ul style="list-style-type: none"> <li>• Toxic behaviors can lead to widespread issues across all levels</li> <li>• Increases in:               <ul style="list-style-type: none"> <li>○ Employee deviance/defiance/misbehavior</li> <li>○ Decreased efficiencies and increased costs</li> <li>○ Negative psychological effects on employees such as inability to concentrate, impaired judgment, or use initiative</li> </ul> </li> <li>• Confusion, mistakes, errors in completing tasks, or inability to meet expectations</li> </ul>

For more Information go to Assessment to Solutions on [deomi.org](http://deomi.org). You will find:

- Focus Group/Interview Questions
- Online Lessons
- Strategies to address issues with this factor
- Videos that can help you better understand this factor
- Web Resources and Recommended Readings
- References that are directly associated with this factor