

OCHR FACTSHEET

Chief Human Capital Officer Management Hiring Process Satisfaction Survey

For Hiring Managers

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USAJOBS

This Fact Sheet:

- Provides information on the MHPSS, including when information is solicited
- Explains what the value of the MHPSS is to DON and DON's required action regarding results
- Answers frequently asked questions on the MHPSS
- Identifies where to go for more information

Background

The Department of the Navy (DON) Office of Civilian Human Resources (OCHR) is committed to ensuring the satisfaction of Hiring Managers through the use of the Chief Human Capital Officer (CHCO) Management Hiring Process Satisfaction survey (MHPSS) findings.

What is the Management Hiring Process Satisfaction Survey (MHPSS)?

The MHPSS is a survey that is intended to measure hiring manager satisfaction with human resources (HR) services, the hiring process, candidate quality and available hiring flexibilities. The survey is comprised of an initial and 6-month follow up survey with a series of questions that ask managers to rate their perception of workforce planning, timing, involvement, quality and levels of support during the hiring process.

By reviewing the results of the survey, federal agencies can pinpoint and respond to problem areas within the hiring process and take action to help resolve them in a quick manner. Hiring Manager feedback is essential to hiring improvement efforts and will provide valuable information to make talent acquisition more effective.

Survey data and results will be monitored and reported to OPM and included in DoD civilian HR management enterprise-wide priority goals. DON will pull data and take action on DON hiring manager survey results on a quarterly basis. DON has a required action to evaluate and address the 10 lowest scoring items each quarter.

How does a Hiring Manager access the survey?

Hiring Managers will receive the survey link, <http://study.opm.gov/mss>, via an auto generated system email after they return an individual referral certificate through USA Staffing. Hiring Managers that also provide an email on the survey will receive a follow-up 6-month survey which focuses on how well the new employee meets expectations and what a Hiring Manager would have changed in the hiring process.

Participation in the survey is voluntary, but highly recommended.



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Frequently Asked Questions

Q. As a manager, when do I receive the survey link?

A. The MHPSS link is automatically emailed to hiring managers after they return a referral certificate through the USA Staffing system.

Q. Do I have to complete the survey?

A. The survey is voluntary, but all responses help DON move forward with improving the civilian hiring process, so your input is valuable.

Q. Can someone else complete the survey for me?

A. Yes, however the Hiring Manager who has been involved in the selection has the clearest response to the questions in the survey. Therefore, it is highly recommended that the person making the selection complete the survey.

Q. Is my feedback really going to help?

A. Yes. The feedback you provide will assist in improving processes for attracting, hiring and retaining a highly talented workforce. DON has a required action to evaluate and address the 10 lowest scoring items each quarter. Comments and results will be shared with each OCHR Operations Center.

Q. Will there be an opportunity for me to provide comments?

A. Yes. There will be an opportunity for you to provide any comments you may have in a narrative free form text. However, Hiring Managers shouldn't wait for the survey to identify any concerns with their hiring action. They should be addressed immediately with their command HR Office or their servicing OCHR Operations Center.

What Types of Questions are in the Survey?

Sample questions may include:

- What is your overall satisfaction with this hiring process?
- How well does this hiring process meet your expectations?
- How did this hiring process compare to your idea of an ideal hiring process?

You will also have an opportunity to provide any comments you wish to express through a narrative text box at the end of the survey.

You can view the survey at <http://study.opm.gov/mss>.

Where to Find Additional Information and Assistance

Additional information regarding the MHPSS can be found here

<https://portal.secnave.navy.mil/orgs/MRA/DONHR/Recruitment/Pages/USA-Staffing-Upgrade.aspx>.

Further questions on the survey can be directed to usastaffinghelpdesk@navy.mil. Questions related to the hiring process can be answered by your servicing human resources office or OCHR Operations Center.