

Go beyond traditional employee opinion surveys and assess performance at the individual, group, and organizational levels with the Organizational Effectiveness Inventory.



## Organizational Effectiveness Inventory™ (OEI)

*A tool for measuring and, more importantly, increasing organizational effectiveness.*

Today's complex and competitive business environment demands continuous change and improvement on the part of organizations. In turn, organizations need reliable measures of their internal processes and systems to identify appropriate targets for change. In response to this need, Human Synergistics developed the *Organizational Effectiveness Inventory™* for organizations that demand the highest quality measurement tools.

### Link the "Causes" to the "Effects"

Based on ten years of research and development, the OEI measures outcomes at the individual, group, and organizational levels. It also measures factors leading to these outcomes and, in doing so, enables consultants and managers to identify levers for change and development.

### PRODUCT APPLICATION

#### Use the OEI to:

- Measure the satisfaction and motivation of employees
- Assess coordination within and between units
- Gauge departmental and organizational level quality
- Determine the impact of systems, structures, and technologies on the above outcomes
- Identify targets for change that will lead to sustained improvements in performance
- Tailor change initiatives to the "local" needs of division and departments
- Monitor the impact of organizational change interventions over time

Causal Factors and "Levers for Change"	
Philosophy and Values	
Quality of Communication	Managerial Leadership
Human Resource Management	Managerial Bases of Power
Appraisal and Reinforcement	Job Design
Influence Structure	Individual Goals

Outcomes
Individual, Group and Organizational
Quality of Service
Coordination and Adaptability
Negative Employee Outcomes (e.g., stress)
Positive Employee Outcomes (e.g., motivation)

## OEI Report

The OEI feedback report first presents overall results for your organization and then for the subgroups requested (e.g., departments or other sub-units). Results are presented in both bar chart and tabular format.

Feedback is provided on 12 specific outcomes organized into four general categories and for 31 levers for change organized into nine categories. Your results are profiled against historical averages (based on up to 700 organizations) as well as “Constructive Benchmarks” (based on up to 120 high-performance organizations with adaptive cultures).

Additional data and descriptive text are provided to assist members in linking the levers for change to the outcomes. Item-by-item results further facilitate the process of identifying problems and planning for change.

## Enhance the Power of the OEI

You can customize the OEI to even better meet the needs of your organization by:

**Expanding your OEI Report** to include additional subgroups based on members’ organizational level, tenure, or other demographic or positional variables of interest. *(Please see Additional Subgroup pricing.)*

**Adding up to 40 of your own questions** and getting feedback—means and standard deviations for All Respondents—on each item.

## How the OEI Works

The OEI can be administered to all or a sample of organizational members, either online or in paper-based form (in group sessions or individually). Members answer sets of questions focusing on the organization, their departments, supervisors, and jobs.

Confidentiality is maintained to ensure that members provide honest and useful responses. Their answers are combined to develop average scores (means) and standard deviations (measures of agreement).

The organization receives a customized feedback report that presents results for “All Respondents” as well as for subgroups.

The report makes it easy to assess performance and to identify levers for change. The organization’s results are profiled against an “Historical Average” (based on up to 700 organizational units) as well as a “Constructive Benchmark” (based on up to 120 organizations with effective cultures).

## Web Administration Available

Ideal for large-scale applications and/or geographically dispersed groups, OEI can be administered via the Web. Paper & pencil forms are also available. For more information, please contact an HSI sales consultant.

Please refer to the back of the catalog for the Pricing Guide.

## Organizational Effectiveness Inventory™ (OEI)

**PARTICIPANT MATERIALS**  
**OEI (Computer Scored by HSI)**  
 DI 34101

**Customized OEI**  
 Contact HSI

**SCORING AND REPORTING OPTIONS**

**Per OEI**  
 CS 89019

**OEI Report**  
 DI 34102

Includes overall results and results for up to five subgroups.

**Additional Subgroup(s)**  
 DI 34103

**Customized Analysis and Interpretation**  
 Contact HSI

