

Figure 5-7. Human performance system (HPS) worksheet.

	HPS COMPONENTS	CHARACTERISTICS OF THE IDEAL HPS	HPS TROUBLESHOOTING QUESTIONS AND ANSWERS			HPS IMPROVEMENT ACTIONS		
			QUESTIONS	Yes	No		?	
Performer:  Situation/Input:	OUTPUT	Adequate and appropriate criteria (standards) with which to judge successful performance	A. PERFORMANCE SPECIFICATION					
			1. Do performance standards exist? (If "yes," complete items 2 and 3.)					
				2. Do performers know the desired output and performance standards?				
				3. Do performers consider the standards attainable?				
	INPUT	1. Clear or sufficiently recognizable indications of the need to perform 2. Minimal interference from incompatible or extraneous demands 3. Necessary resources (budget, personnel, equipment) to perform	B. TASK SUPPORT					
			1. Can the performer easily recognize the input requiring action?					
			2. Can the task be done without interference from other tasks?					
			3. Are the job procedures and workflow logical?					
				4. Are adequate resources available for performance (time, tools, staff, information)?				
	CONSEQUENCES	1. Sufficient positive consequences (incentives) to perform 2. Few, if any, negative consequences (disincentives) to perform	C. CONSEQUENCES					
			1. Are the consequences aligned to support desired performance? (If "yes," complete item 2.)					
			2. Are consequences meaningful from the performers' viewpoint?					
				3. Are the consequences timely?				
	FEEDBACK	Frequent and relevant feedback as to how well (or how poorly) the job is being performed	D. FEEDBACK					
			1. Do performers receive information about their performance? (If "yes," complete item 2)					
			2. Is the information they receive:					
			a. Relevant?					
			b. Timely?					
			c. Accurate?					
			d. Specific?					
e. Constructive?								
			f. Easy to understand?					
PERFORMER	1. Necessary understanding and skill to perform 2. Capacity to perform, both physically and emotionally 3. Willingness to perform (given the incentives available)	E. KNOWLEDGE/SKILL						
		1. Do the performers have the necessary skills and knowledge to perform?						
		2. Do the performers know why desired performance is important?						
			F. INDIVIDUAL CAPACITY					
1. Are the performers physically, mentally, and emotionally able to perform?								