



**DEPARTMENT OF HEALTH
AND HUMAN SERVICES**

**The Secretary's Quality of Work Life Survey
on Organizational Climate**

HUMAN RESOURCE MANAGEMENT INDEX

FEEDBACK REPORT

March 2000

Report for the
INDIAN HEALTH SERVICE
(HHS Organization Code 12)

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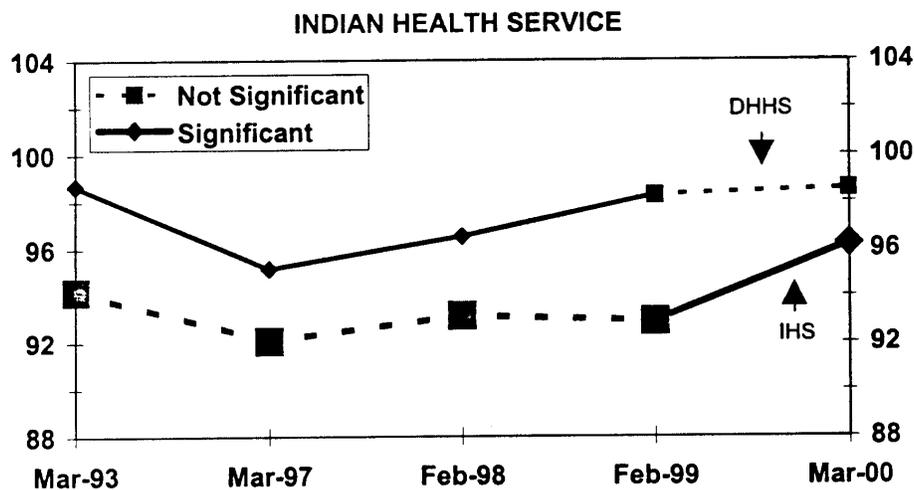
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INDIAN HEALTH SERVICE HUMAN RESOURCE MANAGEMENT INDEX TREND ANALYSIS

The Human Resource Management (HRM) Index is a summary of employee perceptions of the work environment. Just as the Consumer Price Index is a composite of the costs of various market basket items, the HRM Index is a composite of various work environment factors including Morale, Climate for Innovation, Planning and Organization, Communication, and Operational Efficiency. The standard for the HRM Index trend analysis set the Department at 100 in 1990.

The chart below shows the trend of the Department's HRM Index based on the most recent five HRM Index surveys (March 1993 through March 2000). The trend for IHS is also shown.



Number of Respondents

Date	MAR 93	MAR 97	FEB 98	FEB 99	MAR 00
IHS	568	627	1241	1852	1485
DHHS	2619	4917	10010	8327	12057

⇒ The HRM Index for the Department increased since the previous HRM Index administration; this was not a statistically significant change.

⇒ The HRM Index for the Indian Health Service increased since the previous HRM Index administration; this was a statistically significant change.

More information about the 2000 results is contained in the IHS feedback report.