Human Resources Metrics

HR Pros
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Work Group:

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Goal

To create a system-wide human resources metrics practice that

• Measures organizational effectiveness,
• Identifies critical trends and patterns,
• Provides analysis to support core decision making, and
• Aligns HR initiatives with key institutional objectives

Thereby contributing significantly to the long-term success of the institution.
Guiding Principles

1. Measure important items reflective of our shared strategic goals and objectives;

2. Strive for data-based decision making in the management of our human resources; and
3. Build measurement into the University’s human resources culture by establishing a foundation for measurement standards:
   a. Establish a common language for defining, measuring, and interpreting human resources metrics.
   b. Increase awareness of the need for and better ensure HRMS data integrity.
   c. Set expectations and empower human resources leaders in understanding and using metrics.
HR Metrics Model
(Based on CLC HR Model)

1. Staffing: Recruitment, Internal Movement, Staffing Effectiveness
2. Retention: Turnover, Employee Engagement, Cost of Turnover
HR Metrics Model

4. Compensation and Benefits: Compensation, Benefits

5. Environment: Absence/Attendance, Employee Relations, Health and Safety

6. HR Service Delivery: HR Profile, HR Expense, HRIS, Contact Center, Payroll
HR Metrics Model

7. Workforce: Demographics, Structural, Tenure of Service
8. Organizational Effectiveness: Productivity, Innovation
Connection to Strategy

Extraordinary education, breakthrough research, and dynamic outreach and service delivered by . . .

- **World-Class Faculty and Staff** – Engage world-class faculty and staff who are innovative, energetic, and dedicated to the highest standards of excellence.

- Recruit and place talented and diverse faculty and staff to best meet organizational needs.
- Mentor, develop, and train faculty and staff to optimize performance.
- Recognize and reward exceptional faculty and staff.
- Engage and retain exceptional faculty and staff.
Overview

• Socialize report and invite feedback
• Take action through workgroups:  
  – Education  
  – Action  
  – Planning
• Reassess

• Now
• In the new fiscal year (July 2010)

• At the next fiscal year (July 2011)
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