

# A Job/Task Performance Checklist

Listed below are 13 factors, any one of which can significantly affect job/task performance. When trying to understand why job/task performance is what it is – or isn't what it should be, use the factors below as a checklist. Chances are, you will find one or more of the 13 factors listed are affecting the job/task performance in question.

| <b>Factor</b> | <b>Description</b>  |
|---------------|---|
| Clarity       | The performer is clear about the task to be performed and the outcome or result it is to produce.   |
| Competence    | The performer is competent to carry out the task; he or she has the necessary knowledge, skills, and degree of proficiency.   |
| Confidence    | The performer is confident he or she can carry out the task and produce the desired outcome.  |
| Contribution  | The task and its outcome contribute to some larger outcome or result, and the performer is clear about that contribution.   |
| Commitment    | The performer is committed to carrying out the task; the task is seen as worthwhile.  |
| Consequences  | The consequences for the performer of carrying out the task are, on balance, positive, not negative. Incentives are appropriate.  |
| Control       | The performer is able to exercise adequate control over the task. Goals, standards, measures, measurement and feedback are all in place and available to the performer.   |
| Category      | The performer's approach to the task is consistent with its category. Tasks in the <i>prefigured</i> category require adherence to established procedure. Tasks in the <i>configured</i> category require that the performer figure out what to do. |
| Circumstances | Environmental circumstances such as tools, resources, working conditions, etc., are supportive of task accomplishment.  |
| Cooperation   | Any necessary cooperation on the part of others is forthcoming.   |
| Coordination  | Any task dependencies and interdependencies are coordinated.  |
| Competition   | There are no competing tasks or priorities that interfere with or preclude accomplishing the task in question.  |
| Communication | Information about the task, its outcome, relevant conditions, unforeseen circumstances, barriers and so on are promptly and freely communicated vertically and laterally (up, down and sideways) – to and from the performer.                       |

