

# United States of America



*Working for America*

## FOCUS GROUPS WITH HR STAFF - FOCUS GROUP SUMMARY FORM

This document contains questions for obtaining input from HR Staff on their perspectives and opinions on the agency's hiring process.



# FOCUS GROUPS

## WITH HR STAFF

### Information about the Focus Groups

1.	Dates:	
2.	Location:	
3.	Number of Participants:	
4.	Participant Group:	
5.	Facilitator Names:	
6.	Note-taker Names:	

QUESTIONS

1. What is your understanding of your role in the hiring process vs. the manager's role?
2. Are you aware of OPM's memo entitled "Strategies to Improve Federal Hiring"? If so, was any of it new to you?
3. What aspects of the hiring process within HR take the longest amount of time?  
Prompts:  
Identifying KSAs and competencies (done by either HR or hiring office)  
Preparing crediting plans/assessments  
Preparing job announcements  
Processing incoming applications
4. What are some of the barriers that prevent a timely hiring process?  
Prompts:  
Staff resources  
Staff training  
Communication with hiring officials  
Administrative officers  
Number of applications  
Scheduling/running panels  
Selecting officials' timeliness
5. How much of a barrier are internal, agency-specific policies and procedures in the hiring process?  
Prompt:  
Redundant reviews
6. What do you wish hiring officials would do differently to expedite the hiring process?
7. If panels are used, how can panel resources be used most effectively to evaluate applicants?  
Prompt: Assemble panels early to be ready to work once applications have been screened
8. What aspects of the hiring process do you feel can be streamlined?
9. What have been your experiences with new hiring flexibilities such as direct hire, the category rating process, and hiring incentives (e.g., student loan repayment programs and recruitment or relocation bonuses)?
10. What kinds of experiences have you had with the use of automated systems to screen applications?  
Prompts:  
USA Staffing  
Resumix  
Other systems helpful to reduce hiring time?  
Suggestions for improvement?
11. Who do you think should be responsible for the continued development of automated hiring systems?  
Prompts:  
OPM? Individual agencies? Congress?
12. What role would you like OPM to play in the use of candidate assessment tools?
13. What are some things that seem to be working well in the current hiring process?

**QUESTIONS**

1. What is your understanding of your role in the hiring process vs. the manager's role?

Notes

2. Are you aware of the OPM memo entitled "Strategies to Improve Federal Hiring"? If so, was any of it new to you?

Notes

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3. What aspects of the hiring process within HR take the longest amount of time?

Prompts:

Identifying KSAs and competencies (done by either HR or hiring office)

Preparing crediting plans/assessments

Preparing job announcements

Processing incoming applications

Notes

4. What are some of the barriers that prevent a timely hiring process?

Prompts:

Staff resources

Staff training

Communication with hiring officials

Administrative officers

Number of applications

Scheduling/running panels

Selecting officials' timeliness

Notes

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5. How much of a barrier are internal agency-specific policies and procedures in the hiring process?

Prompts:

Redundant reviews

Notes

6. What do you wish hiring officials would do differently to expedite the hiring process?

Notes

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7. If panels are used, how can panel resources be used most effectively to evaluate applicants?

Prompts:

Assemble panels early to be ready to work once applications have been screened

Notes

8. What aspects of the hiring process do you feel can be streamlined?

Notes

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9. What have been your experiences with the new hiring flexibilities, such as direct hire, the category rating process, and hiring incentives (e.g., student loan repayment programs, recruitment or relocation bonuses)?

Prompts:

Frequency of use

Impact on timeliness

Information/guidance provided on use of flexibilities

Barriers to use of hiring flexibilities

Notes



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10. What kinds of experiences have you had with the use of automated systems to screen applications?

Prompts:

USA Staffing

Resumix

Other systems

Helpful to reduce hiring time?

Suggestions for improvement?

Notes

11. Who do you think should be responsible for the continued development of automated hiring systems?

Prompts:

e.g., OPM, individual agencies, Congress

Notes

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12. What role would you like OPM to play in the use of candidate assessment tools?

Notes

13. What are some things that seem to be working well in the current hiring process?

Notes



United States Office of  
Personnel Management  
1900 E Street, NW  
Washington, DC 20415  
202-606-1000  
[www.opm.gov](http://www.opm.gov)