

# Role Clarity and Accountability



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***Problem Statement – What strategies can the state of Missouri implement now or expand on in the near-future to ensure organizational leaders are accountable for providing their team members with role clarity?***

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## **Process:**

Our team conducted interviews and reviewed data within our own divisions regarding QPS and OpEX programs being utilized. We then reviewed QPS data for our own departments and then compared with state-wide numbers.

## **Findings:**

QPS data has stayed consistent over multiple years despite a continued downturn in participation. There are vast differences in how data from QPS and OpEx partnership is being applied within departments and divisions. There is a lack of departmental share regarding role clarity and accountability. Further, there is a defined OA life cycle within a position where each defined area has needs that could be addressed with departmental programmatic share.

## **Approach:**

We deployed a Role Clarity and Accountability specific survey to MLA alums to obtain needed information regarding role clarity and accountability within the lifecycle of a position. The survey contained both open and closed questions to give participants an opportunity to share regarding each stage of a position. The survey was presented to current and past MLA participants. In total, 339 MLA Alumni were contacted, and 197 responded, resulting in a participation rate of 58%.

## **Survey Results:**

60% of MLA alums indicated they were thinking about leaving their current jobs. 99 of 114 employees said they had thought of leaving within the last six months. Information from our findings show that while some organizations are already utilizing programs to ensure staff are familiar with their roles in the employee life cycle, successful programs are not being utilized or communicated consistently.

## **Recommendations:**

Past Exit Interview reviews as a standard practice before the position is listed. Road mapping for Onboarding success. Development of Individual Development Plans. Stay Interviews. Continue to mine data from employees who have successfully completed the MLA process and reward the stakeholders.

