

Human Performance

For worker performance below our expectations we generally resort to one of two assumptions:

"They don't care." (motive)

"They're too dumb." (capacity)

These two assumptions are most likely wrong. Addressing the issues of motive and capacity have the least effect on performance because they are the *least likely* to be the root cause of unsatisfactory performance.

The following five factors affect performance and are listed from the most essential to the least. When working to improve worker performance, concentrate on the areas below in the following in order:

Area of Transformation	Environment Support	Worker Behavior
Information	X	
Tools	X	
Incentives	X	
Knowledge		X
Capacity		X
Motives		X