

**Human Capital Section.
Knowledge Scale**

What percentage of people in your organization have knowledge of the following? Check one for each kind.

Item	Explanation	Percentage				
		0-20	21-40	41-60	61-80	81-100
Public Safety and Security	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.					
Medicine	Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures.					
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.					
Administration and Procurement Management	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.					
Psychology , CISM and Pastoral Services	Knowledge of human behavior and performance; group behavior and dynamics , principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions , learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.					
English and Other languages	Knowledge of the structure and content of the English and other languages including the meaning and spelling of words, rules of composition, and grammar.					
Education and JIT Training	Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.					
Law and Government	Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.					
Computers, Telecommunication and Electronics	Knowledge of circuit boards, processors, chips, transmission, broadcasting, switching, control, and operation of telecommunications systems electronic equipment, and computer hardware and software, including applications and programming.					
Hospital	Knowledge of the practical application of					

Engineering and Technology	engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of services.					
Human Resources	Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.					

Skill Scale

What percentage of people in your organization have the following skills? Check one for each kind.

Item	Explanation	Percentage				
		0-20	21-40	41-60	61-80	81-100
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.					
Speaking	Communicating with others to convey information effectively.					
Time Management and Monitoring	Managing one's own time and the time of others. Monitoring/Assessing performance of self, other individuals, or organizations to make improvements or take corrective action.					
Judgment and Decision Making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.					
Complex Problem Solving	Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.					
Troubleshooting	Determining causes of operating errors and deciding what course of action to take.					

Ability Scale

What percentage of people in your organization have the following abilities? Check one for each kind.

Item	Explanation	Percentage				
		0-20	21-40	41-60	61-80	81-100
Inductive and Deductive Reasoning	The ability to combine pieces of information to form general rules or conclusions (including finding a relationship among seemingly unrelated events).					
Written and Oral Expression and Comprehension	The ability to effectively communicate information and ideas so others will understand. To be able to understand the intended meaning of what others have said or written.					
Originality	The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.					
Information Ordering	The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).					

Speed of Closure	The ability to process information efficiently.					
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