Government Problem-Solving Hierarchy

Problem: not fulfilling organizational mission adequately

Mission unclear

- Conditions changed making mission less relevant
- Mission requires major updating

- Mission requires minor updating

Mission relevant but not well understood

- Mission relevant but not well understood
- Not understood by management
- Not understood by front-line staff

Management unable to provide direction for required execution

- Budget not available for required execution
- Required execution would violate regulations or procedures

Management providing direction that is not being followed

- Management giving good direction but staff not executing well
- Management giving inadequate direction

Mission clear but not being executed well

- Management giving good direction but staff not executing well
- Management giving inadequate direction

- Management giving incorrect direction
- Management giving insufficient direction

Staff unable to execute

- Staff personally unable to execute
- Staff personally able to execute but not receiving required cooperation from other staff

- Work itself is unmotivating
- Compensation and benefits perceived as inadequate
- Environment perceived to be hostile

- Insufficient time available
- Insufficient skills or knowledge
- Lacking required systems support