



NATIONAL ACADEMY OF PUBLIC ADMINISTRATION®

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MEDIA RELEASE

National Academy of Public Administration Releases New Report on Enhancing Organizational Health to Achieve Results in Federal Agencies

Washington, D.C. – The National Academy of Public Administration announced today the completion of a comprehensive report designed to improve organizational health and performance across federal agencies. The Office of Management and Budget (OMB) and the General Services Administration (GSA) tasked the Academy with this landmark report in September 2023.

This in-depth report, an update of [an Academy review in 2018](#), provides a playbook for agency leaders, operational unit managers, and central management agencies to adopt practical strategies and evidence-based practices to enhance their agencies' performance. The report is available in full at the [Academy website here](#).

The report also includes guidance on how to continually assess and adapt to evolving work environments, resources to support the implementation of these strategies, and case examples of successful practices.

“To rebuild and reinvigorate the public service, this report shows that agencies must develop a strong internal culture with a focus on high performance to ensure the public gets the services that it wants, needs, and deserves.” National Academy of Public Administration President and CEO Terry Gerton said.

Key recommendations from the report include:

- Developing a bold vision tied to the mission and promoted throughout the organization.
- Creating a supportive environment focused on psychological safety and inclusive leadership.
- Effectively communicating and engaging with employees.
- Institutionalizing a culture of continuous learning.

The report also emphasizes the need for collaboration between central management agencies, federal agency leaders, and operational unit managers to modernize recruitment, retention, and development efforts across the federal government. Focusing on capacity building and encouraging the adoption of successful practices will help central management agencies strengthen organizational health and performance across the government.

About the National Academy of Public Administration

Chartered by Congress to provide nonpartisan expert advice, the Academy is an independent, nonprofit organization established in 1967 to assist government leaders in building more effective, efficient, accountable, and transparent organizations. Learn more at www.napawash.org.

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