

# ISO/TS 24178:2021 (E)

## Human resource management — Organizational culture metrics cluster

---

### Contents

	Foreword
	Introduction
1	Scope
2	Normative references
3	Terms and definitions
4	Engagement, satisfaction and commitment metric
4.1	General
4.2	Purpose
4.3	Formula
4.3.1	What to measure
4.3.2	Choice of tools
4.3.3	Choice of questions
4.4	Contextual factors
4.5	Predictive factors
5	Retention rate metric
5.1	General
5.2	Purpose
5.3	Formula and analytics
5.3.1	General
5.3.2	Culture and data collection groupings
5.3.3	Culture and causal analysis
5.4	Contextual factors
5.5	Predictive factors
Annex A	(informative) Basic corporate culture survey (maturity stages 1 and 2)
A.1	Using an employee survey to assess health of corporate culture
A.2	Explanatory notes
A.2.1	General
A.2.2	Foundations of culture
A.2.3	Statements for cultural maturity stages 1 and 2
A.2.4	What do I do with the results?
Annex B	(informative) Developing corporate culture statements in a mature organization (maturity stages 3 and 4)
Annex C	(informative) Culture and HR metrics

Page count: 15