



U.S. Postal Service: Labor-Management Problems Persist on the Workroom Floor, Volume I: Ggd-94-201a

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 32 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. Pursuant to a congressional request, GAO reviewed labor-management relations at the U. S. Postal Service, focusing on: (1) past efforts to improve relations; and (2) further opportunities to improve relations. GAO found that: (1) labor-management problems have persisted for years at the Postal Service because leadership at all levels is unable to work together without third-party intervention to settle disputes; (2) many postal employees believe that they work in an atmosphere of intimidation and tension and that management is autocratic and does not allow employee input on work processes; (3) mid-level managers, first-line supervisors, and employees believe that the Service tolerates poor performance and that its reward and recognition system is inadequate; (4) negative opinions are more prevalent in mail processing plants than in customer service operations; (5) rural carriers, who have the most independence in performing their work, are the least dissatisfied with their work environment and management relations; (6) postal management believes that employees place their needs over the needs of the Service and unions believe that employees have to be protected from abusive management practices; (7) past efforts...



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