



## XII. COMMENT ANALYSIS - PART I OF THE SURVEY

All of the written comments are included in the report in Appendix B. They reflect both very positive and very negative comments concerning different programs and complaints. In Part I of the Survey, respondents were asked to do the following: **Please provide us with any additional comments. If your comments are directed to a particular FLRA component, such as the Office of the General Counsel, the Authority, or FSIP, please specify.**

This last section provides a rich source of ideas and recommendations for possible exploration of possible improvement changes for FLRA programs. As is expected in adversarial and alternate dispute resolution activities, there are some people who are well pleased and some people who are disappointed. They were edited to remove identifying information concerning who the respondents were and information targeting particular FLRA employees, Federal agencies, and unions. Also, these comments have been edited to remove a few vulgarities. The one exception to the removal of identifying information relates to a few references to the Department of Defense, when removing the identification would limit the meaning of the comment, for example, when mentioning base closures.

Following is a brief summary of the comments made. This summary is not a representative summation of the comments, but rather reflects the types of comments made. There were a few main themes presented in these comments. (1) Some individuals thought that timing for an investigation and decision was a major problem and others were very appreciative of the fast work of FLRA. (2) Some management officials thought that FLRA was biased against the agency and biased toward unions. (3) Some union officials thought that FLRA was biased against the union and biased towards management. (4) Some individuals did not understand why they were not allowed a hearing, but rather were told that their case would be dropped. (5) Communication-related issues were prominent. However, the General Counsel was praised for his policies, guidance, manuals, and town meetings. The Web Site on the Internet was praised as a concept. The few criticisms related to the desire to be able to search cases and decisions on the Internet. (6) There was both praise and criticism for FLRA's work in settling disputes. (7) There were comments both pro and con on the quality of services provided by FLRA. (8) There were some miscellaneous comments that did not fall within the above categories.

Following are some examples of the actual wording of these comments. Again, it is important to note that these comments are not a representative sampling of the comments, but rather reflects the types of comments made. (1) OGC provided National Council and local presidents with excellent training. The General Counsel is an outstanding instructor who made our rights, responsibilities, and initiatives very clear. I would welcome the opportunity to take another training class from him. Regional Offices need to do a better job of explaining the investigative process to both sides in a dispute. (2) Local agents are very helpful and very professional. FLRA decisions continue to be pro-Union in many cases & with convoluted reasons. Additionally, Federal Labor Law makes little or no allowance for the importance of the agency mission, e.g., running a hospital. There are some instances where the mission must come first & labor issues be put off. (3) The agent involved with our ULPs was very helpful, but overworked as are the majority of Federal employees. It would have been helpful to have been advised in the early stages of the process that we could contact management to try to resolve the

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issues. A lot of time could have been saved had this been done. (4) My only comment is that it has taken too long (well over a year) to get a decision. Otherwise, everything has been courteous and fine. (5) Keep up the great job! (6) Full text of cases/GC memos should be more easily accessible electronically. (7) I feel too much emphasis has been placed on ADR. ADR works in certain circumstances, but I find that union leaders are often pressured into settling for less than they would get or should get. (8) Your "Covered by" decision has set my union back many years! It appears the FLRA is trying to accommodate management at the unions' expense. I will attempt to avoid the FLRA. (9) The FLRA regions are far too autonomous. There is no consistency with the issuance of decisions. RO's seem to think they are above it all and that the client is in fact there to serve them. More training is needed for FLRA agents in REP case handling and customer relations!!