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## MANAGING HUMAN RESOURCES: GREATER OPM LEADERSHIP NEEDED TO ADDRESS CRITICAL CHALLENGES: GGD-89-19



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BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 170 pages. Dimensions: 9.7in. x 7.4in. x 0.4in.GAO conducted a general management review of the Office of Personnel Management (OPM), focusing on its leadership role in addressing governmentwide human resource problems. GAO found that: (1) the federal government has difficulty hiring, managing, and retaining quality staff; (2) such factors as lack of comparable pay with the private sector, a widespread negative image of federal service, and short-term budget cuts have been cited as limiting the governments ability to hire and retain quality personnel; (3) OPM has not developed a systematic planning effort to identify and resolve current and future human resource problems governmentwide; (4) OPM has not established a database to measure the quality of the federal workforce and has approved only four research and demonstration projects in 10 years; and (5) OPM has not provided agencies with workforce planning guidelines to properly identify governmentwide staffing needs. GAO believes that OPM needs to: (1) develop a program to continually assess its hiring efforts; (2) assist other agencies in their efforts to improve performance management and productivity; (3) reinforce its oversight and evaluation efforts; and (4) resolve internal management morale and communications problems. This item ships from La Vergne,TN. Paperback.



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