

Space Management Pre-Decisional Involvement *Using Metrics to Assess Outcomes*

Executive Order [13522](#), “Creating Labor-Management Forums to Improve Delivery of Government Services,” provides for the use of measurements and metrics for the evaluation of the effectiveness of labor-management forums, “*to promote consistent, appropriate, and administratively efficient measurement and evaluation processes across departments and agencies.*” The National Council has developed [comprehensive guidance and tools](#) for labor-management forums to identify metrics to track progress on their chosen initiatives.

Labor and management groups engaging in pre-decisional involvement (PDI) related to space management issues (relocations, renovations, etc.) have a unique opportunity to identify metrics that can be used to evaluate the outcomes of their collaborative work.

Cost Effectiveness

- Measures may range from simple calculations related to the space move, such as a reduction in leasing costs; to more sophisticated measures, such as the results of consolidating security or printing services.

Employee Satisfaction and Engagement

- Measures may be drawn from customized surveys, existing surveys, or other objective measures such as attrition. One existing survey is the [GSA Federal Tenant Satisfaction Survey](#). Each year, workers in federally owned and leased buildings fill out this brief survey.

Labor-Management Relationship

- Various measures may be appropriate. For example, representatives of the General Services Administration and local unions of the National Federation of Federal Employees (NFFE) and the American Federation of Government Employees (AFGE) conducted a custom survey to assess their satisfaction with their PDI engagement (see the results at Slide 15 of the presentation available [here](#)). Other approaches could include measuring the number of days spent in negotiations, or the number of grievances related to workplace design or space management.

Web addresses provided as hyperlinks on page 1—

1. Executive Order 13522, “Creating Labor-Management Forums to Improve Delivery of Government Services” is available on-line at <https://www.gpo.gov/fdsys/pkg/FR-2009-12-14/pdf/E9-29781.pdf>
2. The National Council’s comprehensive tools and guidance related to labor-management forum metrics are available on-line at <https://www.lmrcouncil.gov/metrics/index.aspx>
3. Information about GSA’s Federal Tenant Satisfaction Survey is available on-line at <http://www.gsa.gov/portal/content/171055>
4. Information about a labor-management survey that was used to assess satisfaction with a pre-decisional involvement or PDI engagement is available at Slide 15 of the presentation that is available on-line at <https://www.lmrcouncil.gov/meetings/handouts/4%20GSA%20Success%20Story.pdf>.