



Federal Employment: Poor Service Found at Federal Job Information Centers: Ggd-92-116

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 26 pages. Dimensions: 9.7in. x 7.4in. x 0.1in. GAO reviewed the services provided to job seekers by Federal Job Information Centers (FJIC) operated by the Office of Personnel Management (OPM). GAO found that: (1) a number of obstacles existed that would likely frustrate prospective applicants and perhaps discourage pursuit of federal employment; (2) multiple telephone calls were required to reach FJIC; (3) calls were connected on the first try in only 18 of 43 attempts, and in 6 cases calls never got through; (4) FJIC were clean and organized, but small, sparsely furnished, and uninviting; (5) the available printed material and computers at FJIC could answer only the most basic questions about federal employment; (6) 12 of the 20 FJIC visited were staffed by OPM information specialists, but they were available only part of the day; and (7) compared to printed material and computers, information specialists were better able to address questions, but their answers were sometimes incomplete or inaccurate. This item ships from La Vergne, TN. Paperback.



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