

It is the policy of GSA that all employees will be treated fairly at all times, and all actions and determinations will be decided on the basis of equity and with due regard for employees' interest and welfare. Employees have the right to present, for the consideration of responsible officials, any problems, complaints, grievances, or appeals relating to working relationships or conditions of employment.

If problems cannot be settled informally at the supervisory level, an employee may file a formal grievance, request a personal presentation, and be assisted by a representative of his own choosing before a committee of three impartial members who hear the grievance and report their findings of fact to the Assistant Administrator for Administration or Director of Personnel, as appropriate, for final decision.

Employees may also appeal disciplinary and adverse personnel actions with the right to a committee hearing and agency appellate decision. The agency decision may be further appealed to the Civil Service Commission.

68. Is personnel management considered to be an integral part of the mission of your agency?

No, not a part of the mission of GSA. Personnel management is, however, an integral part of the general management, administration and supervision of this agency. It is a primary responsibility of all officials who plan, direct, or supervise the work of Federal employees. The U.S. Civil Service Commission has made clear that one of the common basic objectives of Federal personnel management is "to place personnel management in a proper perspective, not as an end in itself but as one of the important means for meeting the challenges being presented to the United States and to agencies of the Federal Government."

69. How does your agency treat equal employment opportunity and employment of the handicapped?

These programs have been given top-level agency support. The Administrator is an associate member of the President's Committee on Employment of the Handicapped. In 1965, we received the Distinguished Service Award for assuring that buildings used by Federal agencies are made accessible to persons with ambulatory limitations. In 1966, GSA was fourth among the agencies in the appointment of the physically handicapped. In 1967, employment of the handicapped increased by 46 percent, and we now employ a larger percentage of mental retardates than any other agency.

Considerable progress has been made in enhancing opportunities for minority groups, the disadvantaged, and in the employment and utilization of women. Forty-two percent of our white-collar work force and 17 percent of our blue-collar employees are women; they hold many supervisory and high level positions. Thirty-nine percent of our employees are members of minority groups, making us the leader among the larger agencies.

#### H. GAO audit reports

70. Has the General Accounting Office issued any audit reports on the overall operations of your agency, that is, reports not directed at a functional program of the agency, but rather at the management and administration of the agency?

No. GAO has issued many audit reports pertaining to GSA. The reports, however, have been limited to a phase of a function and have not attempted to cover even major functions, such as, supply or buildings management.

71. If so, to what extent have the recommendations contained in these reports been carried out?

Not applicable.

## II.—PROGRAM REVIEW

### A. Program Category II—Facilities

1. What is the nature of and authority for this program?

The overall mission of the facilities program is to plan, implement, and administer an integrated program for the acquisition and management of real property which will provide and maintain effective and efficient physical facilities for housing the Federal Government.

The facilities program is subdivided into two major program subcategories, i.e., acquisition and management.

(a) *Acquisition*.—This deals with the procuring of title to real property to meet the program requirements of GSA and other Federal agencies; the design and construction of appropriate space for the Federal Government; and the procuring of leasehold interests in real property in amounts required to meet the program requirements of Federal agencies where sufficient or acceptable Government-owned space is not available.