



PERFORMANCE: A UNION ISSUE?

WORKERS CARE ABOUT PERFORMANCE. It's human nature to want to contribute—and that means when people come to work, they naturally want to do a good job. Because workers care about performance, unions do, too.

Joy at Work

There's joy to be found in doing a job well. Yet unions—and management, too—can fall into the trap of acting as though it's undignified to speak of the joy of great performance at work, and they focus instead on tough talk about wages and hours. But good wages and benefits are only part of the equation and don't address some of the fundamental reasons workers get frustrated. It's hard to do a good job in a poorly organized or dysfunctional workplace.

Partners Instead of Adversaries

One model for the workplace is to set up the unions and management as adversaries, with each side fighting for control and wanting its side to win.

It's different at Kaiser Permanente. Through our Labor Management Partnership, workers have a voice in all the issues related to performance. The partnership, which was formed in 1997, reunites the joy and meaning of performance with the security of industry-leading wages and benefits. Quality, service and affordability are reconnected with the best place to work.