



‘SYNOPSIS OF THE BOOK ‘ISSUES AND RESPONSES’

The publication of **‘Issues and Responses’** addresses a myriad of issues that confront Caribbean trade unions. Readers will find it insightful, as it presents views and responses of labour to many emerging issues, as well its outlook and strategies which its intends to follow in promoting and protecting the interest of working class people, in working towards the ‘national good.’

The book **‘Issues and Responses’** is an excellent information tool. Apart from offering insights into labour’s views on issues, it promotes best practices which should be observed in the world of work.

Most significantly, it established linkages that allow for the developments in the world of work to identify with those within the wider society. It therefore relates directly to education, socio- economic, cultural and political issues.

The book examines local, regional and global issues. Based on what the text offers, it becomes a recommended reading that ought to be embraced by education and training institutions, and workplaces.

Some of the must read articles that relate to labour issues are:

A review of the workings of the Social Partnership in Barbados, Globalization, Free movement of Caribbean Labour, CSME and the Implications for Immigration Control, Promoting improved Labour –Management Relations, Social Development Policy Challenge of Barbados, Absenteeism in the Public Service, An overview of CTUSAB- Its

Formation, Role and Achievements, Occupational Safety and Health, Developing a Workplace Crisis Plan, The Employee Work Ethic, Challenge to Workers and Management, The Right to Decent Work, and Delivery High Quality Service.

Other must read articles are: Teachers Unions and Challenges in Education, Concerns about Failing System, Societal Values Falling by the Wayside, Dress Code Ignored, Addressing Declining Values Amongst our Youth, Violence in Schools – What can be done to protect Teachers?, Sports vs Academics, Challenge to Teachers – Observing the Professional Code of Conduct, Teaching a Profession in Transition, Protection of the Rights of Gays and Lesbians, and Prevention of Alcoholism and Drug Dependency.

The book was publicly endorsed by the **Hon. Rawle Eastmond**, the then **Minister of Labour and the Civil Service**, on Monday, 1st July 2007, when he addressed the Opening Ceremony of 'Occupational Safety and Health Week 2007.'

Further, information drawn from the book on the subject of 'Absenteeism in the Public Service,' was used as the basis for the 2007 National Survey on 'Absenteeism' that was launched by the National Initiative for Service Excellence in collaboration with the Department of Management Studies, Cave Hill Campus, UWI, and the Barbados National Productivity Council.

In addition the book was added to the list of readings for the Human Resources Management Course at the Cave Hill School of Business, Cave Hill Campus, University of the West Indies. In 2009, it was added to the reading list for the Labour and Employment Relations Course (Department of Management Studies) UWI, Cave Hill Campus.

The following is an excerpt from the book, 'ISSUES AND RESPONSES'

"Let me take this opportunity to remind both employers and employees in the audience, and as a matter of fact wherever you are, that customer service is fundamental to sustaining growth at the enterprise level. I must stress the point that if effectiveness is to be realized in the service sector, it requires an improvement in employee's attitude and behaviour, as these have an indirect impact on the bottom line. You are to be guided by the principle that quality service makes good business sense for the individual enterprises, because it inevitably leads to satisfied customers, repeat visitation and word of mouth promotion". Pg 123

DENNIS DE PEIZA

Author

REGIONAL MANAGEMENT SERVICES INC.

P.O.BOX 845, BRIDGETOWN, BARBADOS

E-Mail: rmsinc@caribsurf.com

www.regionalmanagementservices.com

Tel: 246-230-9322