

READING: Key Catalysts Prompting Organizational Changes in the Federal Government

Key Catalysts Prompting Organizational Changes in the Federal Government include:

- **Public Perception of a Costly and Inefficient Government** — Public dissatisfaction with high taxes, a chronic deficit, and perceived inefficiencies is forcing the Government to change.
- **Deregulation** — Deregulation in key areas has resulted in a changed Federal role, leading to more partnerships with State and local governments and a change in how the Federal Government does business.
- **Customers' Demand for Higher Quality Products and Services** — With the proliferation of goods and services in the marketplace, customers expect more options, better service, and greater convenience and quality.
- **Increased Competition and Global Markets** — Organizations must now rethink their purpose, how they are structured, and how they operate.
- **Changes in Employees' Needs and Expectations** — Today's workforce is better educated and more diverse than ever before. Employees expect, among other things, challenges in their work and a certain level of quality of work life.