

Research and inspiration of management strategy of
labor-capital relations in official department—Discuss
from communication mode and structure factor between
industrial labor union and labor at Parking Management
Office, Taipei City Government

Researcher : Zhong-Ming, HE Supervisor : Professor
Feng-Dai, ZENG

Operational management group, vocation master class,
Department of Management Science, National Chiao Tung
University



Abstract

What exactly are the observation and viewpoints from Taipei of the reversal upon labor and capital after globalization (Will cheap labor cost able to generate good service industry?) What is the structure factor behind it? Take the confrontation between the industrial labor union and capital in Parking Management Office at Taipei City Government for example, the recognition of the administrative right of manpower and labor right is different, it should not only follow the two society shocking reports from media which make the public consume on negative news of “Dry body incident of eight months dead car owner in the parking place of Da-An Forest Park(retraction after outsourcing expiration) ” and “Discipline corruption incident of outsource bid of parking place” (people involved are prosecuted for 15 years of prison as the division chief was record a demerit and transferred from the position!), but discuss the real structure factor profoundly. The research adopts the participation observation ,

conducts the purpose related involving operation and analyzes deficiency, good and bad and the structure reason behind it (duration of involved observation is near to 3 years) ,as the conclusion and suggestion are obtained at the end.

The final research results indicate that, 1. Inappropriate negotiation strategy will lead to worse vicious circles (inspiration from the labor-capital dispute of the case) .2.The rough and labor disrespectful one way outsource policy results in the revenue lost of more than 1.936 billion NT dollars for unable collection of parking alongside the road for Taipei citizens, the amount of insufficient manpower and concurrent control of surface parking place is 0.418 billion NT dollars, even the request of administrator recruitment from the labor union is accepted (with the budget predication of 50 thousand NT dollars per person) ,after deduction of the personnel cost, the profit lost of the Taipei City Government will highly achieve 1.141 billion NT dollars which not even includes external cost such as disorder of un-controlled parking, encouragement of the bid-winning manufacturers for unregulated operation and City Government image influence of abuse occurred.3.The price paid for indifference and underestimation of requests from labor class and adoption of class advantages to battle with the labor union has always been really huge, tolerance and compassion should be used to cautiously sympathize the uneasy emotions behind the labors.

It is like what Mr. Guo-Xiong, XIE said:” The way to treat the labor is --- “mutuality” ” —which is concise and pithy, offered for the governors in superior position to ponder deeply.

Key words: Negotiation, discussion, labor-capital relations, achievement target, battle, outsource, labor union