

## The effectiveness of management-by-walking-around: a randomized field study.

February 25, 2015

Tucker AL, Singer SJ. The Effectiveness of Management-By-Walking-Around: A Randomized Field Study. *Prod Oper Manag.* 2014;24(2). doi:10.1111/poms.12226.

<https://psnet.ahrq.gov/issue/effectiveness-management-walking-around-randomized-field-study>

---

This randomized study of [executive walkrounds](#), in which senior leaders engage with frontline staff to identify problems, found that this approach actually worsened work performance. The authors determined that walkrounds were only helpful when executives took ownership of the identified issues. A recent [qualitative analysis](#) of walkrounds corroborates the potential for frontline staff frustration if concerns are not addressed.