

Student name: _____

Fundamentally, a labor union is a group of workers who join together to influence the nature of their employment.

true

false

The widening gap between the richest and poorest individuals in the U.S. is in part due to the weakened position of labor unions.

true

false

When an employer uses an employee suggestion box to gather ideas and concerns from its employees, it is primarily addressing the labor relations goal of efficiency.

true

false

The goals of efficiency, equity, and voice in the workplace rarely conflict with one another.

true

false

A key role of unions is to negotiate work rules and practices that ensure fair treatment of employees by their managers and employers.

true

false

In the United States, employees have broad protections against arbitrary dismissal such that employers must provide a good business-related reason for firing someone.

true

false

The official policy of the United States is to protect workers' rights to act together for mutual aid and protection in the workplace and to promote collective bargaining as a way to resolve workplace conflict.

true

false

In the U.S., workers can generally be discharged for good cause, no cause, and even a morally wrong cause.

true

false

Most industrialized countries give employers wide latitude to dismiss employees "at will" (i.e., without a just cause).

true

false

In 2011, the Packers beat the Chicago Bears in their bid for the Super Bowl. The next day, a Chicago car salesman was fired for wearing a Green Bay Packers tie to work despite having sold 14 cars in the previous month. In the U.S., such a dismissal is considered illegal.

true

false

An organization that allows its employees to exercise their voice in the workplace using democratic principles similar to those that are commonly accepted in a democratic society is one that exercises *industrial democracy*.

true

false

The concept of employee voice suggests that employees should have the right to express their opinions in the workplace but only if they are consistent with the majority of employees or with the employer's perspective.

true

false

While voice and equity are important to the employment relationship, efficiency is really the critical component. If an employer can be efficient, equity and voice will naturally follow.

true

false

In the U.S., an employer has a right to own property and make a profit, but society has the right to place limitations and restrictions on how those profits are made.

true

false

Conflicts between what the employee wants and what the employer wants are generally resolved privately between the individual and their employer.

true

false

Neoliberal market ideology places the needs and rights of workers before efficiency and profits.

true

false

Labor relations systems in other countries tend to follow a neoliberal market ideology, which sees the employment relationship as one in which balance between competing interests must be achieved.

true

false

U.S. labor law tries to establish employer needs for efficiency as a priority over employees' need for equity and voice.

true

false

Labor relations systems around the world generally assume that corporations have significantly greater bargaining power than one individual worker.

true

false

One important goal of the U.S. labor law is to increase purchasing power of workers.

true

false

A collective bargaining agreement negotiated between an employer and its workers is an informal agreement outlining the terms and conditions of employment.

true

false

Generally, if the majority of workers in a particular workplace want union representation, their employer is required by U.S. law to negotiate with them over wages, hours, and working conditions.

true

false

One problem with the current legal framework governing labor relations in the U.S. today is that it tends to be adversarial and does not promote cooperative relationships between management and workers.

true

false

Since 1935, U.S. labor law has proved to be very adaptable to changes in the business climate including the decline of mass manufacturing, blurring distinctions between managerial and manual jobs, and globalization.

true

false

In comparison with businesses in other countries, businesses in the U.S. are more likely to appreciate the chance to bargain collectively with their workers.

true

false

U.S. labor law is considered by labor supporters to be a strong piece of protective legislation.

true

false

The number of union members grew into the 1970s, but it has declined since that time.

true

false

The number of U.S. workers who say they want representation or a "collective voice" at the workplace is very close to the number of workers that actually have it through unions.

true

false

Because American unions were instrumental in pushing for increased protective legislation such as workers' compensation laws and unemployment insurance, the demand for union services has increased, rather than decreased, over time.

true

false

Part of the decline in union density may be due to the fact that newer entrants to the workforce are less likely to have ever experienced the benefits of unionization, and therefore, are less likely to become union members themselves.

true

false

Workers are more likely to experience unionism when they are young than when they are older.

true

false

If the reasons for the decline in unionization rates in the U.S. are largely structural and a result of declining demand for union services, there is no real need for labor law reform.

true

false

From a societal standpoint, the main purpose of a labor relations system is

to equalize the distribution of income across society.

to ensure public safety, promote worker voice in politics, and reduce income inequalities that create a tax burden.

to control the actions of employers and employees so that they are clearly acting in the best interests of society.

to protect the profit maximization goals of business and ensure competition in the marketplace.

When an employer allows supervisors to arbitrarily discipline employees without cause, it is most directly violating which objective of the employment relationship?

Efficiency

Equity

Voice

Effectiveness

When an employer adopts an employee participation program, such as a workplace safety committee, it is most directly addressing which objective of the employment relationship?

Efficiency

Equality

Voice

Exclusive representation

An employer creates a safety team of six employees who are asked to recommend changes to the workplace that will reduce accident rates. The team recommends eliminating a job rotation program that allows the employer to move employees in and out of various jobs on an as-needed basis. They argue that job rotation both increases employee stress and reduces the amount of experience that employees have with the various safety procedures associated with a particular job. A conflict between which two objectives of the employment relationship is described in this scenario?

Equity and efficiency

Efficiency and voice

Equity and voice

None, there is no conflict.

According to the Universal Declaration of Human Rights issued by the United Nations, it is considered a basic human right for

individuals to have the right to form and join trade unions for the protection of their interests.

employers to have the right to unilaterally determine the terms and conditions of employment.

individuals to unilaterally determine the terms and conditions of their employment.

employers to form and join employer associations for their own protection and the protection of other employers.

Which of the following outcomes cannot generally be attributed to unions?

Higher income and living standards for workers

Greater protection for workers against unfair treatment by employers

Greater flexibility in work rules

Greater emphasis on legislation and social programs that assist working people

Which of the following is not considered an argument for treating employees as "more" than simply another commodity that can be bought and sold in the labor market?

Most modern workers are completely dependent upon jobs, not property, in determining the quality of their life.

Working adults spend a considerable proportion of their life at work, and hence, work provides an important social setting that greatly influences quality of life.

When workers agree to supply their labor in exchange for pay and benefits, they are freely choosing to follow management's directives.

Workers have feelings and free will that can, if they wish, interfere with the quantity and quality of work they perform.

Which of the following is true about management and worker views on employee voice?

Managers prefer to negotiate with groups of employees to get multiple perspectives at the same time.

The majority of workers prefer to negotiate with management individually over workplace issues.

Workers prefer to deal with management as a group, often in the form of representation that is independent of management.

Managers prefer for employees to have independent representation in the workplace.

Most countries base their industrial relations system on the perspective that worker rights should be valued over employer rights.

employer rights should be valued over worker rights.

there should be balance between worker and employer rights.

consumer rights should be valued over worker rights.

Conflicts between employers and employees can best be described as conflicts between property rights and individual rights.

consumer rights and privacy rights.

rights of the privileged and rights of the underprivileged.

economic rights and worker rights.

Which of the following is specified by the U.S. labor law?

Workers can be fired if they are found to be supporting a union.

Employers cannot threaten employees or undertake other actions for the sole purpose of preventing unionization.

Workers cannot unionize as it imbalances the bargaining power between employees and employers.

Corporations have the same bargaining power as individual, nonunion workers.

Which of the following is NOT a major subject of collective bargaining between employers and employees?

Compensation

Decisions over which applicants to hire

Employee rights and responsibilities

Employer rights and responsibilities

Union contracts are

legally enforceable for both employees and employers.

largely voluntary agreements that neither party is required by law to follow.

not allowed by law.

legally enforceable for the employees only.

Traditional adversarial bargaining relationships between employers and employees has made meeting employers' increasing need for _____ more difficult.

flexibility

equity

cooperation and employee involvement

workplace fairness

Business pressures for competitiveness and quality have affected the collective bargaining process in all of the following ways except

increased the need for flexibility in work rules.

increased the need for more specific, detailed contracts.

increased need for cooperation and employee involvement in work decisions.

increased need to communicate about the terms of a contract more than once every three years when the contract expires.

Which of the following characterizes the current business environment compared to that at the time the National Labor Relations Act was passed?

Clear differences between "manual" and "managerial" labor

American domination of world markets

More mass manufacturing production systems

Increasing number of knowledge and gig workers

The crucial feature of collective bargaining is that management's traditional authority to unilaterally establish terms and conditions of employment is replaced by _____ negotiations.

equitable

bilateral

competitive

co-lateral

Which of the following best summarizes the trends in U.S. union density since the 1980s?

Decreases in both the private and public sectors

Increases in both the private and public sectors

Stable in the private sector and decreases in the public sector

Stable in the public sector and decreases in the private sector

Union density in the United States is currently estimated at _____.

over 40 percent

about 25 percent

20 percent

less than 15 percent

A union contract is

a legally binding document that describes the terms of employment (e.g., wages hours, working conditions).

an agreement between management and labor that loosely states the rules they will each try to abide by in the workplace.

a legally binding agreement between employees and their union representatives that outlines the scope of the union's authority.

a voluntary but not legally binding agreement between employees and their union representatives that outlines the terms of employment.

Which of the following can at least partially explain the decline in union density rates in the United States since the 1960's?

Employment in traditionally unionized industries such as manufacturing has decreased.

Employment in service and knowledge industries has declined.

Employment growth in the north has been faster than employment growth in the south.

Educated workers are more likely to unionize than uneducated workers.

Which of the following is not true about the decline in demand for unions in the U.S.?

To some extent, protective legislation ensuring safety and income security has served to replace union representation.

Individuals who experience union representation are unhappy with it and decide they do not want it.

U.S. unions have not put enough money into union organizing and have therefore not done a good job of "selling" their services.

Employers may be more likely to listen to their employees and respond to their changing needs thus reducing employees' need for outside representation.

At present, the gap between those employees who say they want unions and those that have union representation in the private sector at their workplace is about _____.

15%

50%

75%

25%

A group of Walmart employees in Raleigh, NC, staged a 5-minute flash mob protest over low wages and working conditions at their store. At the end of the demonstration, they handed the manager a signed petition. Which of the following is true in this scenario?

The employer can fire the workers.

The employees' actions are illegal because they do not have formal union representation.

The employees' actions are legal because they are acting together to influence their working conditions.

The employer can only fire the workers if they don't formally join or create a union.

U.S. workers are subject to discrimination, abusive supervision, lack of privacy, overwork, and stress. Labor unions argue these conditions necessitate the need for:

focusing on efficiency.

providing employers with a voice.

institutional checks and balances.

focusing on equity.

From a worker's perspective, the concept of labor relations is about

promoting organizational goals.

managing relationships with coworkers.

collective work-related protection.

progressive human resource management tactics that make unions unnecessary.

The legal doctrine that states that employers have the right to lay off employees for a good cause, morally wrong cause, or no cause is called the _____ doctrine.

employment-at-will

collective bargaining

union avoidance

employer resistance

Which of the following is a belief held by the proponents of the neoliberal market ideology?

Labor unions should not enjoy any special legal protections.

Workers should not have the ability to quit jobs they do not like.

Workers' rights should trump property rights.

Property rights and workers' rights should be balanced.

Lengthy, detailed, legally binding union contracts have clashed with employers' need for greater flexibility that they argue is necessary for adapting to today's competitive, fast-changing business environment. Which of the following conflicts is highlighted in this statement?

Equity versus efficiency

Equity versus equality

Voice versus efficiency

Voice versus equality

When employers actively work to keep unions out of their workplace or are openly hostile toward unions, it is known as _____.

industrial democracy

employment at will

union density

employer resistance

The concept of equity refers to the objective of _____ when distributing the economic rewards that stem from the employment relationship.

Employee empowerment is another term used to describe _____, an objective of the employment relationship in which workers are given some say in the conditions of their employment.

The notion that workers should be entitled to the same democratic principles of participation in the workplace as they are entitled to in society is known as _____.

Conflicts between employers and employees are seen as conflicts between the _____ of employers and the workers' rights of employees.

A(n) _____ perspective sees the employment relationship as analogous to a political society in which multiple parties have legitimate but sometimes conflicting interests and rights.

_____ occurs when representatives of the employer and representatives of its workers negotiate the terms and conditions of employment.

_____ is a measure of the percentage of workers who are union members.

_____ is a term used to describe the difference between the number of workers who express interest in representation in the workplace and the number that are unionized.

Explain the objectives of the employment relationship from the perspective of employers, employees, and society. Give at least one example of how these perspectives may conflict.

Explain the employment-at-will doctrine. How does this doctrine conflict with the belief that workers are more than just a commodity that can be bought and sold in a labor market?

How is the concept of industrial democracy consistent with the traditional values of the United States democratic system?

Explain the fundamental conflict over property rights versus worker rights.

Explain why voluntary, market-based economic theory places property rights over worker rights and describe how worker rights are protected in this system.

How does U.S. labor law strike a balance between efficiency, equity, and voice?

Describe what collective bargaining is and give some examples of the kinds of things that might be addressed in the collective bargaining process.

Explain why the traditional collective bargaining process in the U.S. has been criticized for producing collective bargaining agreements (or union contracts) that are incompatible with today's business needs.

The National Labor Relations Act (NLRA) has been criticized as an outdated piece of legislation that is hindering, rather than helping, America in coping with the realities of the new global marketplace. Describe how work has changed since the NLRA was passed and discuss how these changes might conflict with the protections provided in the NLRA.

Why has union density in the U.S. declined so dramatically since the 1950s?

What is the "representation gap"? What evidence, if any, exists to suggest that there may be a representation gap in the United States?

Is the study of labor relations still relevant in today's workplace?

How do the wage and benefit packages in union contracts affect nonunion workers and their employers?

In 2012, *Triple Play Sports Bar*, was found to have committed an unfair labor practice when it unlawfully terminated the employment of two employees who had engaged in a Facebook conversation about the way their employer was handling tax withholdings. The National Labor Relations Board held that the discussion of their tax treatment was substantively related to wages, hours, and working conditions and therefore protected by the National Labor Relations Act (NRLA). In what ways might the study of labor relations have prevented *Triple Play* from violating a federal law protecting worker rights?

Nurses were threatening to strike if the hospital continues to utilize traveling nurses rather than hiring more permanent nurses. The union maintains that constantly using temporary staff proves the hospital needs to hire more nurses. The hospital argues they need more staffing flexibility, and temporary nursing staff is the answer. What is society's interest in these tense relations?

competitive pricing

worker's rights

increased mortality rates

increased union membership

Which objective of the employment relationship is the productive, profit-maximizing use of labor to promote economic prosperity?

equity

efficiency

voice

effectiveness

What is the primary objective of the employment relationship when shareholder interests override the interest of other stakeholders?

efficiency

equity

voice

effectiveness

Answer Key

Test name: Ch1_Labor Relations_6e

TRUE

TRUE

FALSE

FALSE

TRUE

FALSE

TRUE

TRUE

FALSE

FALSE

TRUE

FALSE

FALSE

TRUE

TRUE

FALSE

FALSE

FALSE

TRUE

TRUE

FALSE

TRUE

TRUE

FALSE

TRUE

FALSE

TRUE

FALSE

FALSE

TRUE

TRUE

TRUE

B

B

C

B

A

C

C

C

C

A

B

B

A

C

B

D

B

D

D

A

A

B

B

C

C

C

A

A

A

D

fairness

voice

Industrial Democracy

property rights

pluralist

Collective bargaining

Union density

Representation gap

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

Essay

C

B

A