

CHAPTER 2: THE CHANGING WORKPLACE

Multiple Choice Questions

1. The National Women's Trade Union League adopted all of the following as goals for the organization in 1907 except:

- a. Equal pay for equal work
- b. Full citizenship for women
- c. An eight-hour workday
- d. Overtime pay

(d; Easy)

2. What kind of services do worker associations not offer?

- a. Group-rate health insurance
- b. Collective bargaining
- c. Legal consultation
- d. Help with OSHA laws

(b; Difficult)

3. Which of the occupations below showed an increase in union organizing in Los Angeles County and Cleveland, Ohio?

- a. Medical secretaries
- b. Personal and home care aides
- c. Human services workers
- d. Doctors and nurses

(d; Easy)

4. Factors that have contributed to the decline of union membership include all of the following except:

- a. The move of manufacturing companies to less unionized states.
- b. The narrowing of the union and nonunion wage gap.
- c. Increase in nonunion electronics production facilities.
- d. Intimidation by managers.

(d; Easy)

5. In 1907, the first convention of the Women's Trade Union League adopted a(n) _____ - point platform.

- a. Eight
- b. Six
- c. Five
- d. Three

(b; Easy)

6. To most effectively increase its percentage of the labor force in the 1990s, the union movement should increase its appeal to _____.

- a. Teens
- b. Hispanics
- c. Management
- d. Women

(d; Moderate)

7. The national American Federation of Labor (AFL) supported the admission of women and African Americans as full voting members of the union as early as _____.

- a. 1980
- b. 1964
- c. 1945
- d. 1926

(d; Difficult)

8. Black union workers average about ____ more income than black nonunion workers.

- a. 75%
- b. 50%
- c. 25%
- d. 10%

(b; Moderate)

9. The major factor cited by workers as their reason for organizing a union is:

- a. Long hours.
- b. Lack of a pension plan.
- c. Management's unfair attitude.
- d. Desire for a four-day week.

(c; Moderate)

10. Which of the following would likely not discourage unionization?

- a. Decreasing employee communications
- b. Instituting valid performance reviews
- c. Establishing fair grievance procedures
- d. Promoting potential union leaders to management

(a; Moderate)

11. According to a survey of labor leaders around the country, which of the following is not a factor that affects the health of the American Labor Movement?

- a. Wages
- b. Benefits
- c. Career advancement
- d. Working conditions

(c; Easy)

12. Although the % began to fall, the number of union members continued to grow from 17 million in 1954 to a peak of ____ million in 1978.

- a. 15.7
- b. 33.4
- c. 18.7
- d. 20.2

(d; Easy)

13. A labor union's purpose does not include:

- a. The use of united action.
- b. Securing better wages.
- c. Securing better working conditions.
- d. The use of receptive bargaining.

(d; Easy)

14. The union formed and organized by southern African Americans in 1870 was called the:

- a. National Colored Labor Union (NCLU).
- b. Maryland Freedom Union (MFU).
- c. Industrial Union.
- d. Mississippi Freedom Labor Union.

(a; Easy)

15. Which of the following is not a reason why union membership has not grown as a percentage of the labor force?

- a. Heavily unionized industries have experienced slow growth or even decline in their number of employees.
- b. Laws requiring minimum wage, overtime pay, worker's compensation, etc. have lessened the need for unions.
- c. Unions have not courted younger workers, women, and minorities.
- d. Unions have generally successfully organized service industries.

(d; Moderate)

16. The Agricultural revolution refers to all of the improvements listed below except:

- a. Rotation of crops to keep soil fertile.
- b. New breeding techniques of animal stock.
- c. Expansion of farmland.
- d. Draining of swamplands.

(d; Easy)

17. The "Principles of Scientific Management" did not include:

- a. Fractionalization of work.
- b. "One Best Way" theory.
- c. Dividing the workplace.
- d. Separating the managers from the workers.

(d; Easy)

18. The Teamwork for Employees and Managers (TEAM) Act:

- a. Allowed an employer to establish any organization in which employees participate to address matters of mutual interest.
- b. Was adopted by NUMMI.
- c. Transformed companies into financial holding companies to show a profit.
- d. Encouraged the Coalition of Labor Union.

(a; Easy)

19. As a(n) _____, a football player can sign with the highest bidder or whomever he chooses.

- a. Professional
- b. Convenience
- c. Free-agent
- d. Employee

(c; Moderate)

20. Which technique below did the new Japanese management not use to reform the NUMMI plant?

- a. Entered into a letter of intent with UAW to ensure cooperation.
- b. Sent production workers to Japan for training.
- c. Created a labor-management committee to bypass collective bargaining process.
- d. Limited job classifications to four—one unskilled and three skilled.

(c; Easy)

21. Issue(s) that have arisen under the Civil Rights religion discrimination law include which of the following?

- a. No-strike clause
- b. Dress policies
- c. Advisory Boards
- d. KOLC

(b; Moderate)

22. Working in teams cause enhanced productivity in all these areas except _____.

- a. Containment
- b. Decision-making
- c. Problem-solving
- d. Creativity

(a; Easy)

23. Employers have turned to project teams in the workplace for all of these reasons except:

- a. The need for better labor-management relations.
- b. Employees are more capable of contributing to the workplace than before.
- c. Project teams have proved successful in the past.
- d. Need to improve timeliness.

(a; Easy)

24. Self-managed teams differ from other workplace teams in that they do all of the following except:

- a. Establish a permanent group of employees on a work team.
- b. Perform all tasks of one general area.
- c. Provide their own supervision.
- d. Develop and introduce new products.

(d; Easy)

25. The historic “Saturn Agreement” between GM and the UAW provided all of the following except:

- a.Exclusive representation rights for the UAW.
- b.A no-strike clause.
- c.UAW advisory boards.
- d.Management right to subcontract to nonunion suppliers.

(d; Difficult)

26. Which of the following is generally true of quality circles?

- a.Members meet voluntarily.
- b.Members receive a percentage of any resulting savings.
- c.At least twice daily meetings are needed.
- d.They were first used in Germany.

(a; Easy)

27. Union leaders in the future may seek to negotiate the use of quality circles because:

- a.They tend to replace their authority.
- b.Management has been slow in using them.
- c.Employees do not share in their cost savings.
- d.Management forces them on employees without approval as to their operation.

(c; Easy)

28. QWL programs may alter future labor-management relations by:

- a.Using joint labor-management committees to resolve disputes.
- b.Giving workers greater input in shop floor decision-making and problem solving.
- c.Having less employee participation in job-related problem handling.
- d.Having stricter rules for efficiency.

(b; Easy)

29. Civil Rights leaders in the 1960s organized the _____ and conducted the first successful boycott by African-American workers.

- a. AFL
- b. Maryland Freedom Union
- c. Tennessee Authority
- d. AFSCME

(b; Easy)

30. To promote women's participation in unions, the CLUW was formed in _____.

- a. 1938
- b. 1956
- c. 1963
- d. 1974

(d; Easy)

31. The following principles: fractionalization of work; "One best way" theory; dividing the workforce; **and** protecting the process from the worker, all originated from which one of the following?

- a. Principles of the Professional Workplace
- b. Principles of Unification
- c. d Teams
- d. Principles of Union Density
- e. Principles of Scientific Management

(d; Moderate)

32. In 2004, which of the following stores became unionized in Quebec, Canada?

- a. Giant
- b. Macy's
- c. Target
- d. Wal-Mart

(d; Easy)

33. In 2007, the _____ unions created growth plans that focus on new organizational efforts.

- a. AFL-CIO
- b. UNITE
- c. CTW
- d. PACE

(c; Easy)

34. The union density payroll membership percentage rate declined from 35% to under _____% from 1955 to 1960.

- a. 25
- b. 15
- c. 10
- d. 30

(d; Moderate)

35. In 2007, Honda Motor Company announced that its new plant in Greensburg, IN, would only accept applicants from _____ of the states' 92 counties.

- a. 10
- b. 15
- c. 18
- d. 20

(d; Moderate)

True/False Questions

36. Unions have always stood shoulder-to-shoulder with women, African-Americans, and immigrants in advancing their causes.

(False; Easy)

37. Henry Ford and Frederick Taylor can be credited with creating the work principles still largely used in U.S. workplaces.

(True; Easy)

38. The Japanese used automation to reduce labor costs and to under price American products in the global marketplace.

(False; Moderate)

39. Problem-solvers, problem-identifiers, and strategic brokers are part of a self-managed work team.

(False; Moderate)

40. In recent years, the North American hotel and lodging industry has become a target for union organizing.

(True; Moderate)

41. The 1981 Lou Harris poll found that a majority of Americans believes unions contribute significantly less than they once did to the growth and efficiency of business.

(True; Difficult)

42. When asked, union leaders were eager to participate with management in deciding issues such as financial policies, product pricing, and product manufacturing.

(False; Moderate)

43. The Service Employees International Union (SEIU) grew by over 175,000 new members in one year.

(False; Moderate)

44. Self-directed teams result in a flat organizational structure.

(True; Difficult)

45. Unions' response to work teams has been almost universally positive.

(False; Moderate)

46. Work teams that have the authority to make decisions and act without employer approval are illegal under the NLRA.

(False; Moderate)

47. QWL programs generally operate within labor agreement grievance handling procedures.

(False; Moderate)

48. Quality circles are "people using."

(False; Easy)

49. The Maryland Freedom Union incurred the displeasure of the AFL-CIO after a successful organizing campaign.

(True; Easy)

50. Some AFL-CIO affiliate unions still have a "whites only" clause in their bylaws.

(False; Easy)

51. The key for growth in union membership in the 2000s is their ability to organize high growth occupations where they have generally been unsuccessful.

(True; Difficult)

52. Union members generally view national unions as large and powerful.

(True; Moderate)

53. Most union members believe that their unions have improved their wages and increased their job security.

(True; Easy)

54. The Teamwork for Employee and Managers (TEAM) Act, passed by Congress in 1996, will ensure that workplaces are allowed to use teamwork principles.

(False; Easy)

55. American owners of capital generally can benefit from the use of illegal alien labor.

(True; Difficult)

56. In 2005, a merger between the U.S. Steelworkers and the Paper, Allied – Industrial Chemical and Energy Workers International formed a union called IAWAW.

(False; Moderate)

57. PACE is a new international federation of unions largely dedicated to reversing the loss of market share and number of union members.

(False; Moderate)

58. Between 2001 and 2005 and under the leadership of President George W. Bush, the total union membership declined by over 5%.

(True; Easy)

59. In the United Kingdom, the union density percentage rate decreased by 5% from 1970 to 1985.

(True; Difficult)

60. By 2001, the number of U.S. manufacturing jobs hit a 53-year low after losing 2.8 million jobs from 2001 – 2004.

(False; Moderate)

61. The wage premium for private sector union members over nonunion workers has declined from 40% in 1983 to 28% in 1996.

(True; Easy)

62. Globalization is characterized by decreased mobility in goods due to reduced transportation, in investment by relocating production sites in foreign countries, and in information due to digitization.

(False; Difficult)

63. About 59% of national unions use technology to track organizing efforts.

(True; Moderate)

64. About 98% of national unions use web sites to provide information to members and the public.

(False; Moderate)

65. Years ago, unions opposed the intervention of information technology due to the threat of job security.

(True; Moderate)