Chapter 14, Labor Relations and Collective Bargaining

**TRUE-FALSE**

1. Of the U.S. workforce, government is the most unionized sector. True

2. Interestingly, transportation is the least unionized private sector of the U.S. workforce. False

3. Greater job security is one reason an employee may wish to join a union. True

4. The most desirable form of union security from a union perspective is the open shop. False

5. When an employer withholds union dues from a union member’s pay check, this is a part of the maintenance of membership for the union member. False

6. The Taft-Hartley Act is also referred to as the National Labor Relations Act. False

7. It is considered an unfair labor practice for an employer to refuse to bargain collectively with the representatives chosen by the employees. True

8. Under the terms of a union contract, wildcat strikes are legal and a legitimate way to enforce management compliance with a labor agreement. False

9. Fortunately, union shops are legal in right-to-work states. False

10. The Landrum-Griffin Act of 1959 was passed to address the public outcry over the misuse of union funds and corruption in the labor movement. True

11. A union victory is assured when a sizeable proportions of workers sign authorization cards. False

12. If a union drive is going on in an organization, one thing management should routinely do is to secretly observe and note who is distributing pro-union literature. False

13. Union membership in the United States reached its pinnacle of approximately 36 percent of the workforce in the early 1970s. False

14. When labor union contract negotiations breakdown; the outcome is an impasse. True

15. The unionization rate in Sweden is 68%. True

**MATCHING KEY TERMS AND DEFINITIONS**

a) Fact-finding

b) Wagner Act

c) Dues checkoff

d) Lockout

e) Federal Mediation and Conciliation Service (FMCS)

f) Open shop

g) Maintenance of membership

h) Union security arrangements

i) Railway Labor Act

j) Wildcat strike

k) National Labor Relations Board (NLRB)

l) Agency shop

m) Right to work laws

n) Grievance procedure

o) Authorization card

16. A card signed by prospective union members indicating that they are interested in having a union election held at their worksite. Authorization card

17. A union security arrangement whereby employees must pay union dues to the certified bargaining unit even if they choose not to join the union. Agency shop

18. Labor contract provisions designed to attract and retain dues-paying members. Union security arrangements

19. Employer withholding of union dues from union members’ paychecks. Dues checkoff

20. A complaint-resolving process contained in union contracts. Grievance procedure

21. Employees are free to choose whether or not to join the union, and those who do not are required to pay union dues. Open shop

22. Requires an individual who chooses to join a union to remain in the union for the duration of the existing contract. Maintenance of membership

23. Established to administer and interpret the Wagner Act. It has the primary responsibility for conducting union representation elections. National Labor Relations Board (NLRB)

24. Prohibit union membership as a condition of employment. Right to work laws

25. An unauthorized and illegal strike that occurs during the terms of an existing contract. Wildcat strike

26. The technique whereby a neutral third party conducts a hearing to gather evidence and testimony from the parties regarding the differences between them. Fact-finding

27. A situation in labor-management negotiations whereby management prevents union members from returning to work. Lockout

28. This act gave employees the right to form and join unions and to engage in collective bargaining. Wagner Act

29. A government agency that assists labor and management in setting disputes. Federal Mediation and Conciliation Service (FMCS)

30. Provided the impetus to widespread collective bargaining. Railway Labor Act

**FILL-IN-THE-BLANKS**

31. A union is an organization of workers, acting collectively, seeking to promote and protect its mutual interests through collective bargaining.

32. The second strongest union security arrangement that gives workers the option of joining the union or not is a (an) agency shop.

33. The Taft-Hartley Act amended the Wagner Act by addressing employers’ concerns in terms of specifying unfair union labor practices.

34. The Landrum-Griffin Act was introduced to protect union members from possible wrongdoing on the part of their unions.

35. The Racketeer Influenced and Corrupt Organizations Act is a law passed to eliminate any influence on unions by members of organized crime.

36. The Civil Service Reform Act replaced the Executive Order 11491 as the basic law governing labor relations for federal employees.

37. Authorization card is a card signed by prospective union members indicating that they are interested in having a union election held at their work site.

38. Representation decertification is the election process whereby union members vote out a union as their representative.

39. A lockout is a situation in labor-management negotiations whereby management prevents union members from returning to work.

40. Sunshine laws require parties in public-sector labor relations to make public their negotiations.

**MULTIPLE-CHOICE**

41. \_\_\_\_\_\_ sector has the HIGHEST union membership.

a) Wholesale Trade

b) Construction

c) Mining

d) Agriculture

e) Government

42. Why are security arrangements important to unions?

a) Terrorist threats are increasing.

b) Funds have been mismanaged in the past.

c) Health care premiums are better controlled.

d) Corporate espionage is increasing.

e) Union membership rates influence union power.

43. Which of the following sectors has the LOWEST union membership?

a) Agriculture

b) Mining

c) Manufacturing

d) Transportation

e) Construction

44. Which of the following is NOT a reason why employees join unions?

a) Higher wages and benefits

b) Greater job security

c) Greater individual incentives

d) Influence over work rules

e) Compulsory membership

45. Which of the following is the strongest of the union security arrangements?

a) Open shop

b) Closed shop

c) Agency shop

d) Union shop

e) None of the above

46. The National Labor Relations Act is commonly referred to as the

a) Taft-Hartley Act.

b) Landrum-Griffin Act.

c) Wagner Act.

d) Norris-LaGuardia Act.

e) Railway Labor Act.

47. The National Labor Relations Board was established by the

a) Taft-Hartley Act.

b) Landrum-Griffin Act.

c) Wagner Act.

d) Norris-LaGuardia Act.

e) Railway Labor Act.

48. The Federal Mediation and Conciliation Service was created under the

a) Taft-Hartley Act.

b) Landrum-Griffin Act.

c) Wagner Act.

d) Norris-LaGuardia Act.

e) Railway Labor Act.

49. Which of the following is the weakest of the union security arrangements?

a) Open shop

b) Closed shop

c) Agency shop

d) Union shop

e) None of the above

50. The legislation that passed the dispute settlement procedure that allows congressional and presidential intercession in the event of an impasse in transportation industry negotiations is the

a) Taft-Hartley Act.

b) Landrum-Griffin Act.

c) Wagner Act.

d) Railway Labor Act.

e) Stevedores and Teamsters Alliance.

51. Which of these legislations was passed after public outcry over misuse of union funds?

a) Taft-Hartley Act

b) Landrum-Griffin Act

c) Wagner Act

d) Norris-LaGuardia Act

e) Railway Labor Act

52. Which legislation prohibits negotiations over union security arrangements for government employees?

a) Civil Service Reform Act

b) Landrum-Griffin Act

c) Racketeering Influenced and Corrupt Organizations Act

d) Executive Order 10988

e) Executive Order 11491

53. What proportion of signed authorization cards must the union secure to have a union election at a work site?

a) At least 20%

b) At least 30%

c) At least 40%

d) At least 50%

e) At least 60%

54. Myles, a typesetter, tried to organize a union in his nonunion printing shop. A year and a half ago a vote rejected unionization. Now he has secured authorization cards signed by 100 of the 200 workers. What else does he need to do before having another union election?

a) Get additional signatures. At least 75% of employees must sign authorization cards before an election will be held.

b) Get signatures on the right form. Representation certification preference, not authorization, is the form required by the NLRB before elections.

c) Petition NLRB for an election.

d) Wait. NLRB will hold an election only once every other year.

e) Apply to the national printing union for recognition.

55. Morgan, a charge nurse, voted in a union election in her former job. Now, in a different organization, she has been told that she is ineligible to vote. Why can’t she vote?

a) NLRB has ruled that health care workers can no longer be unionized.

b) Part time workers are not eligible to vote.

c) Management considers her a supervisor – she makes independent decisions in guiding the actions of other nurses.

d) Employees may only vote in one union election.

e) The union says that charge nurses should not be part of the bargaining unit.

56. Jacob is a manager in a large manufacturing firm that has signed enough authorization cards to have a representation certification. Which of the following activities is legal for him to do to resist unionization during this organizing drive?

a) Stop outside union organizers from distributing information in the workplace.

b) Stand in the employee cafeteria to see who distributed union information to other employees.

c) Cancel any trips or recognition for workers who are pro union.

d) Question employees about their involvement in union activities.

e) Promise better working conditions if the union vote is defeated.

57. Which of the following is NOT a stage of contract administration?

a) Disseminating the agreements to all union members and managers

b) Ratifying the contract

c) Implementing the contract

d) Interpreting the contract and grievance resolution

e) Monitoring activities during the contract period.

58. How are financial institutions involved in the collective bargaining process?

a) Most loan officers are unionized.

b) Most collective bargaining consultants are employed by financial institutions.

c) Banks effectively place ceilings on what management can spend on labor contracts due to their ability to call in loans to a company if the specified contract amount is exceeded.

d) If the quality of the manufacturing organization is eroded, the bank will call in the loans.

e) Corrupt unions can exert influence on financial institutions.

59. In labor negotiations, management in a very small company is usually represented by

a) the president.

b) a vice-president of industrial relations.

c) corporate lawyers.

d) a specialist in wages and benefits.

e) an economic specialist.

60. Which piece of legislation permitted for the first time federal government employees the right to join unions?

a) Railway Labor Act of 1926

b) Landrum-Griffin Act of 1959

c) Executive Order 10988 in 1962

d) Civil Service Reform Act of 1978

e) Taft-Hartley Act of 1947

61. Which of the following was the most influential labor relations law in the United States?

a) Railway Labor Act

b) Landrum-Griffin Act

c) Civil Service Reform Act

d) Wagner Act

e) Executive Order 10988

62. Mason is part of the union negotiating team. He is gathering information about accident records, employee performance reports, absenteeism and transfers. What step of collective bargaining is he performing?

a) Report reading

b) Preparing to negotiate

c) Contract administration

d) Demand matching

e) Negotiating

63. Union negotiations begin with the delivery of “demands” by the union. What goes on behind closed doors during the real negotiations?

a) Each side tries to assess the relative priorities of the other’s demands.

b) An oral agreement is converted to a written document.

c) Each side tries to combine proposals into viable packages.

d) Both parties compromise.

e) Bargainers seek to harmonize the lowest management offer with the highest union demand.

64. Which of the following is NOT an impasse-resolution technique?

a) Conciliation

b) Mediation

c) Lockout

d) Fact-finding

e) Interest arbitration

65. Cahir works in HR for a union shop. He is adjusting the pay system to the new rates that have just been set as part of the union negotiating team. What step of collective bargaining is Cahir performing?

a) Data collection.

b) Preparing to negotiate.

c) Contract administration.

d) Demand matching.

e) Negotiating.

66. Peyton has just been hired to administer a union contract. She will be involved all of these activities EXCEPT:

a) providing information to all union members and management personnel.

b) implementing the contract.

c) interpreting the contract and grievance resolution.

d) monitoring activities.

e) negotiating the pay rates.

67. ONYX, a manufacturing firm wants to open a facility in a right-to-work state. Currently, the union is an agency shop to eliminate free riders. Olivia, the HR union expert, offers which of the following advice to ONYX?

a) The agency security arrangement will be appropriate for the new facility.

b) The agency security arrangement is illegal in the right-to-work state. Move to a union shop arrangement.

c) The agency security arrangement is illegal in the right-to-work state. The only open is the open shop.

d) With more support for unions, move to a union shop.

e) Checked shops are the only legal union arrangements in the right-to-work states.

68. Leandro works in a union shop, but he has refused to join the union. He pays the union a sum of money equal to union fees and dues as a condition of continuing employment. These monies are used exclusively for collective bargaining purposes. Leandro is working in a(n)

a) closed shop.

b) union shop.

c) agency shop.

d) open shop.

e) checked shop.

69. Jordan joined the union when he was hired, but has decided the benefits are not worth the dues. He can drop his union membership and keep his job, but he has to wait until the next contract negotiation period. Jordan works in a(n)

a) closed shop.

b) union shop.

c) agency shop.

d) open shop.

e) checked shop.

70. Which of the following has the highest unionization rate?

a) Belgium

b) Canada

c) Germany

d) United States

e) China

71. Which of the following countries has the lowest unionization rate?

a) Belgium

b) Canada

c) France

d) United States

e) Sweden

72. Howie is a new supervisor in the can manufacturing area. In the last two months, seventeen grievances have been filed against him. Although he listened to the employees, investigated the complaints, and provided a response to the employees, he judged the grievances to have no merit and to require no action on his part. Howie has kept complete documentation of these actions. Several of the grievances have already been heard several levels up. You, the labor relations specialist, might offer Howie which of these suggestions?

a) Would you suspend the next employee that grieves?

b) Are you treating your employees fairly and with respect?

c) Are you ready for a visit from the regional arbitrator of the NLRB?

d) What were your attitudes toward union workers when you were a child?

e) Have any of your workers threatened you?

73. Rhonda is a supervisor in the plastics manufacturing area. When a grievance is filed against her, what should she do first?

a) Talk to the grievance committee.

b) Check the authorization cards.

c) Forward the complaint to her supervisor.

1. d) Resist a strike.
2. e) Try to reach a settlement with the employee and the union steward.

74. What is currently the overall unionization rate in the United States?

a) 7%

b) 11%

c) 17%

d) 25%

e) 37%

75. A major tire manufacturer nearly did not reach agreement with one of its major unions last time over health care coverage and retirement provisions. The contract has 10 months to go before expiration, but both sides are hard at work on the new contract. The Detroit Free Press had a lead article that health care would be further reduced under the new agreement. At noon, after the workers had read and discussed the matter, they walked off the job to demonstrate their dissatisfaction with the proposed management action. What kind of technique is being used?

a) Lockout

b) Wildcat strike

c) Fact-finding to settle the dispute

d) Economic strike

e) Mediation

76. An ironworkers union has been trying to negotiate a new contract with the contractor for months. The contract expired last night at midnight. All the workers showed up, on time, this morning, then walked off the site. What kind of technique is being used?

a) Lockout

b) Wildcat strike

c) Fact-finding to settle the dispute

d) Economic strike

e) Mediation

77. A teachers' union has been trying to negotiate a new contract with school officials for thirty days. The old contract expires in two months, the day before school starts for the year. To resolve the contract negotiation disputes, a panel has been formed to decide on how to settle the contract dispute. The three-member panel consists of a teacher, a school superintendent, and a local businessman. They are listening to testimony from both sides before rendering their decision. What kind of impasse resolution technique is being used?

a) Lockout

b) Conciliation

c) Fact-finding

d) Interest arbitration

e) Mediation

78. A teachers' union has been trying to negotiate a new contract with school officials for 30 days. The old contract expires in two months, the day before school starts for the year. To resolve the contract negotiation disputes, a third party has been hired to pull together the common ground that exists and to make recommendations in the settlement that would overcome barriers that exist between the two sides. What kind of impasse resolution technique is being used?

a) Lockout

b) Conciliation

c) Mediation

d) Interest arbitration

e) Fact-finding

79. Workers in an automotive plant are threatening to strike. Management has given executives huge pay raises. The current contract expires in eight months, but work has already begun on the new contract. Management wants to give smaller raises to the union than has been given in contracts for the past 20 years. Lambert has been hired to make sure that negotiations don’t break down, that management and labor keep talking to each other. What is Lambert doing?

a) Conciliation

b) Grievance arbitration

c) Fact-finding

d) Interest arbitration

e) Mediation

80. When did union membership reach its pinnacle in the United States?

a) Early 1930s

b) Early 1940s

c) Late 1950s

d) Early 1970s

e) Late 1970s

81. What was the approximate the unionization rate in the U.S. public sector in 2011?

a) 17%

b) 23%

c) 29%

d) 37%

e) 47%