

Unit 2.6 Industrial and employee relations [HL Only]

Task 1: Explain one reason why ...

a. corporate culture affects the degree of employer and employee relations at work.

b. conflict might exist in the workplace.

c. workers might join a trade union (labour union).

d. reducing or minimising conflict in the workplace is in the best interest of an organization.

e. there has been a decline in union membership in many parts of the world.

f. avoidance is a source of conflict resolution.

Task 2: Explain the difference between ...

a. conciliation and arbitration.

b. consultation and negotiations.

c. closures and lock-outs.

d. industrial action and strike action.

e. work to rule and go slows.

Task 3: Multiple choice

1. Conflict is unlikely to be caused by which of the factors below?
 - A. Disagreements between different stakeholders
 - B. Incompatibilities between stakeholder groups
 - C. Internal politics in the workplace
 - D. Compromises between different stakeholder groups

2. Unmanaged conflict can become a problem for businesses. Which of the following is unlikely to result from conflict in the workplace?
 - A. Industrial action
 - B. Higher absenteeism
 - C. Lower staff morale
 - D. Higher capacity utilization

3. Which of the following is not considered to be a form of industrial action?
 - A. Strike action
 - B. Work-to-rule
 - C. Renegotiations
 - D. Go slow

4. Trade unions do not have a direct role in
 - A. Mediation
 - B. Negotiations
 - C. Counselling
 - D. Collective bargaining

5. The power of a labour union is not necessarily strengthened by which factor?
 - A. The number of members
 - B. Government legislation
 - C. The quality of the leadership of the union
 - D. Public support

6. Employees who follow all the policies and procedures with the objective of disrupting production are engaged in which form of industrial action?
 - A. Work-to-rule
 - B. Overtime ban
 - C. Voluntary strike action
 - D. Go-slow

7. The negotiations and relationship between trade union members and their employer is known as
- A. Collective bargaining
 - B. Industrial relations
 - C. Arbitration
 - D. Conciliation
8. The process by which pay and conditions of work are settled by negotiations between employers and employees, or by their respective representatives, is known as
- A. Conciliation
 - B. Arbitration
 - C. Collective bargaining
 - D. Renegotiation
9. A directive from the trade union instructing its members to disengage in working beyond their contracted hours of work is known as
- A. The working time directive
 - B. Overtime ban
 - C. Go-slow
 - D. Work-to-rule
10. Conciliation does not consider
- A. Negotiations
 - B. Win-win situations
 - C. Litigation
 - D. Cooperation
11. Arbitration is the process of
- A. Settling disputes by using an agreed third-party whose decision is legally binding
 - B. Improving working conditions to benefit both employers and employees
 - C. Using an external arbitrator to negotiate a win-win outcome for those in conflict
 - D. Resolving conflict by hiring a mediator to advice on the outcome of a dispute
12. Employers' associations
- A. Represent the views and interests of businesses within a specific industry
 - B. Represent the views of the media regarding an employer's treatment of its workers
 - C. Deal with public relations issues in order to gain positive media coverage
 - D. Employ highly skilled managers to intimidate or pressure employees to cease any form of industrial action

13. Which of the following is not considered to be a reason for resistance to change in the workplace?
- A. Low tolerance
 - B. Self-interest
 - C. Industrial democracy
 - D. Misinformation
14. Individuals or organizations that represent the management team in the collective bargaining process are called
- A. Employer representatives
 - B. Trade unions
 - C. Single-union agreement
 - D. Industrial democracy
15. A no-strike agreement is an example of
- A. Industrial action
 - B. Industrial democracy
 - C. Conflict resolution
 - D. Work-to-rule