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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. A strike is an action by workers in which they stop performing duties and do not report to work.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 2. Some argue that the term “employee relations” is anti-union, yet some unions use the term for internal staff positions.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 3. Dunlop’s concept of shared ideology refers to a set of common beliefs held by the actors of the Industrial Relations system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 4. Procedural rules refer to the outcomes of employment relationships.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 5. Collective bargaining is the process by which management and labour negotiate the terms and conditions of employment in a unionized workplace.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 6. A union is a group of employees who bargain the terms and conditions of employment.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 7. Human Resources focus on the relationship between the employee and governmental regulations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 8. According to Dunlop, the role of Specialized Government Agencies is to develop, implement, and administer legislation and policies pertinent to the employment relationship.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 9. Dunlop suggests that the distribution of power is somewhat important.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 10. Competitive factors in the product/service market play a large role in Industrial Relations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 11. Barbash’s (1987) equity–efficiency theory argues that employers may hold the value of profitability and competitive advantage.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 12. According to Georgetti, temporary foreign workers should be placed into the permanent immigration stream only when necessary.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 13. Technology is included in the economics subsystem of the IR systems framework of the textbook.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 14. According to equity–efficiency theory, unions usually focus on efficiency.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 15. Employee morale is a conversion mechanism in the IR systems framework.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 16. Strikes can be both outputs and conversation mechanisms in the IR systems framework.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 17. Dunlop’s concept of shared ideology is not consistent with the human resources/strategic choice view of industrial relations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 18. A goal of Marxism is to overthrow management and allow employees to have more control of their workplace.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 19. In looking at the job market we can see a considerable range in term of duties and responsibilities of someone in industrial relations.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | True | |

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| 20. Money markets do not play a key role in the industrial relations system.   |  |  |  | | --- | --- | --- | |  | a. | True | |  | b. | False |  |  |  | | --- | --- | | *ANSWER:* | False | |

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| 21. Which term refers to employment relationships and issues, often in unionized workplaces?   |  |  |  | | --- | --- | --- | |  | a. | labour relations | |  | b. | employment relations | |  | c. | industrial relations | |  | d. | workplace relations |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 22. Which term refers to employment relationships and issues between groups of employees (usually in unions) and their employers (including management groups)?   |  |  |  | | --- | --- | --- | |  | a. | labour relations | |  | b. | employment relations | |  | c. | industrial relations | |  | d. | workforce relations |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 23. Which document outlines the terms and conditions of employment in a unionized workplace?   |  |  |  | | --- | --- | --- | |  | a. | employee handbook | |  | b. | policy manual | |  | c. | employment contract | |  | d. | collective agreement |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 24. Which term refers to the employment relationship between employers and individual employees?   |  |  |  | | --- | --- | --- | |  | a. | labour relations | |  | b. | employment relations | |  | c. | industrial relations | |  | d. | human resources management |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 25. Which term refers to an action by workers in which they cease to perform work duties and do not report to work?   |  |  |  | | --- | --- | --- | |  | a. | slowdown | |  | b. | strike | |  | c. | dispute | |  | d. | walkout |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 26. According to Meltz (1997), which term refers to the employment relationships and issues in union and nonunion workplaces?   |  |  |  | | --- | --- | --- | |  | a. | labour relations | |  | b. | employment relations | |  | c. | industrial relations | |  | d. | human resources management |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 27. Who was one of the first scholars to develop a systemized way to examine employment relationships in North America?   |  |  |  | | --- | --- | --- | |  | a. | John Dunlop | |  | b. | Alton Craig | |  | c. | Robert Hebdon | |  | d. | Travor Brown |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 28. Which of the following describes Dunlop’s definition of shared ideology?   |  |  |  | | --- | --- | --- | |  | a. | a set of ideas and beliefs | |  | b. | a set of rules | |  | c. | a set of standards | |  | d. | a set of behaviours |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 29. How many actors are described in Dunlop’s industrial relations model?   |  |  |  | | --- | --- | --- | |  | a. | 2 | |  | b. | 3 | |  | c. | 4 | |  | d. | 5 |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 30. In which context does a shared set of ideas and beliefs figure prominently?   |  |  |  | | --- | --- | --- | |  | a. | strategic choice perspective | |  | b. | Marxist political economy | |  | c. | Dunlop’s IR systems model | |  | d. | equity/efficiency theory |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 31. Although Dunlop focused mostly on the product market, what two areas did he consider to be critical to the employment relationship?   |  |  |  | | --- | --- | --- | |  | a. | product and labour | |  | b. | labour and supply | |  | c. | demand and supply | |  | d. | product and services |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 32. In the industrial relations system, what does the phrase “web of rules” refer to?   |  |  |  | | --- | --- | --- | |  | a. | clauses in collective agreements | |  | b. | steps in preparing for collective bargaining | |  | c. | three approaches to defining rights and responsibilities | |  | d. | all the laws governing workplace matters |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 33. Why has Dunlop’s systems approach been criticized over the past 30 years?   |  |  |  | | --- | --- | --- | |  | a. | It is a classification system. | |  | b. | It overestimates the importance of power and conflict. | |  | c. | It lacks explanatory power. | |  | d. | It applies to non-union workplaces |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 34. Which of Dunlop’s concepts are most similar to the outputs of the IR systems model in the textbook?   |  |  |  | | --- | --- | --- | |  | a. | substantive rules | |  | b. | procedural rules | |  | c. | contextual rules | |  | d. | shared  rules |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 35. Which type of Dunlop’s rules is a collective agreement an example of?   |  |  |  | | --- | --- | --- | |  | a. | substantive | |  | b. | procedural | |  | c. | contractual | |  | d. | legal |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 36. In the IR system, outputs of the system flow back to the external environment. What is this process called?   |  |  |  | | --- | --- | --- | |  | a. | external inputs | |  | b. | internal inputs | |  | c. | feedback loop | |  | d. | conversion loop |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 37. According to the textbook’s adaptation of Dunlop’s IR systems model, which group is added as actors in the IR system?   |  |  |  | | --- | --- | --- | |  | a. | labour (employees and their associations) | |  | b. | employers and their associations | |  | c. | government and associated agencies | |  | d. | end users |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 38. According to the text, the decrease in unionization in the United States calls into question one of Dunlop’s concepts. Which concept is called into question?   |  |  |  | | --- | --- | --- | |  | a. | actors | |  | b. | contexts | |  | c. | shared ideology | |  | d. | web of rules |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 39. Which of the following are internal inputs of Craig’s IR system?   |  |  |  | | --- | --- | --- | |  | a. | government | |  | b. | actors | |  | c. | ideologies | |  | d. | strategies |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 40. Which of the following can be both a conversion mechanism and an outcome in the IR systems model?   |  |  |  | | --- | --- | --- | |  | a. | strike or lockout | |  | b. | grievance arbitration | |  | c. | day-to-day employment relations | |  | d. | work climate |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 41. How many areas of law are included in the legal subsystem of the IR system?   |  |  |  | | --- | --- | --- | |  | a. | 2 | |  | b. | 3 | |  | c. | 4 | |  | d. | 5 |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 42. According to the Canadian Labour Congress, which statement best reflects the impact of Temporary Foreign Workers (TFW) Program in Canada?   |  |  |  | | --- | --- | --- | |  | a. | People who come in the program are only highly skilled IT professionals. | |  | b. | Work will not be taken away from young Canadians. | |  | c. | Working in Canada can provide a better life for some. | |  | d. | Seventy-five percent of the new jobs created in Canada in 2010 and 2011 were filled with TFW. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 43. What subsystem of the industrial relations model includes technology?   |  |  |  | | --- | --- | --- | |  | a. | political | |  | b. | social/cultural | |  | c. | legal | |  | d. | economic |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 44. What subsystem of the IR systems model varies the most in its impact on actors?   |  |  |  | | --- | --- | --- | |  | a. | economic | |  | b. | ecological | |  | c. | sociological | |  | d. | political |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 45. Which idea of Dunlop’s is very similar to conversion mechanisms?   |  |  |  | | --- | --- | --- | |  | a. | arbitration | |  | b. | shared ideology | |  | c. | procedural rules | |  | d. | goal setting |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 46. What process is used to assess proposals from an employer and labour prior to a strike or lockout?   |  |  |  | | --- | --- | --- | |  | a. | interest arbitration | |  | b. | mediation | |  | c. | conciliation | |  | d. | grievance arbitration |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 47. What term refers to the amount of time a person has belonged to a union?   |  |  |  | | --- | --- | --- | |  | a. | employment record | |  | b. | longevity history | |  | c. | employment history | |  | d. | seniority |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 48. What is a group of workers who are legally permitted to negotiate working conditions with their employer called?   |  |  |  | | --- | --- | --- | |  | a. | collective bargaining association | |  | b. | union | |  | c. | industrial relations association | |  | d. | syndicate |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 49. Which of the following are outputs of the industrial relations system model?   |  |  |  | | --- | --- | --- | |  | a. | conciliator’s reports | |  | b. | collective agreements | |  | c. | political economics | |  | d. | conversion mechanisms |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 50. In the IR systems model, which conversion mechanism often addresses health and safety concerns?   |  |  |  | | --- | --- | --- | |  | a. | third-party dispute resolution | |  | b. | joint committees | |  | c. | management committees | |  | d. | government agencies |  |  |  | | --- | --- | | *ANSWER:* | b | |

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| 51. Which statement describes the neoclassical economics view of industrial relations?   |  |  |  | | --- | --- | --- | |  | a. | It focuses on factors related to the satisfaction of labour demands. | |  | b. | It often examines the impact of class struggle and conflict. | |  | c. | It sees unions as integral to the labour market. | |  | d. | It examines issues related to the effects of unions on poverty. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 52. Which statement describes the pluralist/institutional view of industrial relations?   |  |  |  | | --- | --- | --- | |  | a. | It sees unions as failing to balance the interests of employer and employees. | |  | b. | It is the foundation of criticism of Dunlop’s model. | |  | c. | It is the predominant view of IR in Canada. | |  | d. | It downplays the inherent conflict between workers and management. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 53. Which of the following is most closely linked to the pluralist/institutional view of industrial relations?   |  |  |  | | --- | --- | --- | |  | a. | human resources management | |  | b. | political science | |  | c. | employment relations | |  | d. | industrial relations systems approach |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 54. Which views of industrial relations are based in economics?   |  |  |  | | --- | --- | --- | |  | a. | neoclassical economics and pluralist | |  | b. | human resources/strategic choice and political economy | |  | c. | neoclassical economics and human resources/strategic choice | |  | d. | pluralist and political economy |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 55. Why do some scholars reject the human resources/strategic choice view of industrial relations?   |  |  |  | | --- | --- | --- | |  | a. | The labour market has shifted to nonunionized workplaces. | |  | b. | It erodes workplace democracy. | |  | c. | It minimizes the natural conflict between employers and employees. | |  | d. | A shared ideology no longer exists. |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 56. Which of the following applies to the human resources/strategic choice perspective of industrial relations?   |  |  |  | | --- | --- | --- | |  | a. | It is only used in management schools. | |  | b. | It pays a great deal of attention to the role of unions. | |  | c. | It is anti-union. | |  | d. | It emphasizes management’s efforts at cooperation. |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 57. What is the fundamental element of the political economy view of industrial relations?   |  |  |  | | --- | --- | --- | |  | a. | It focuses on the inherent conflict between employers and employees. | |  | b. | It examines issues related to long-term stability. | |  | c. | It claims to be the predominant view of IR in Canada. | |  | d. | It is associated with economic analysis of labour markets. |  |  |  | | --- | --- | | *ANSWER:* | a | |

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| 58. Which view of industrial relations is based on Marxist theory?   |  |  |  | | --- | --- | --- | |  | a. | strategic choice | |  | b. | institutional | |  | c. | neoclassical | |  | d. | political |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 59. What is the goal of Marxism?   |  |  |  | | --- | --- | --- | |  | a. | to overthrow government | |  | b. | to overthrow unions | |  | c. | to overthrow management | |  | d. | to overthrow employees |  |  |  | | --- | --- | | *ANSWER:* | c | |

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| 60. What is a third-party process used when parties cannot reach a collective agreement on their own called?   |  |  |  | | --- | --- | --- | |  | a. | mediation | |  | b. | grievance arbitration | |  | c. | conciliation | |  | d. | interest arbitration |  |  |  | | --- | --- | | *ANSWER:* | d | |

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| 61. Name the four actors of the IR system as presented in the text.   |  |  | | --- | --- | | *ANSWER:* | 1. Labour (employees and associations) 2. Employers and associations 3. Government and associated agencies 4. End users | |

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| 62. Name three labour outcomes of the IR system.   |  |  | | --- | --- | | *ANSWER:* | 1. Union security/rights 2. Hours of work 3. Wages and benefits 4. Job rights 5. Work rules | |

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| 63. Compare and contrast the pluralist/institutional view of IR and the political economy view.   |  |  | | --- | --- | | *ANSWER:* | Pluralist/Institutional: Unions counterbalance the power of employers relative to employees. This view sees importance of strong institutions (and three actors—labour, management, and government) in order to have a stable employment system and democratic rights in the workplace. Thus, this view emphasizes a shared ideology and thereby minimizes the role of conflict.  Political Economy: Labour is seen as necessary since there is inherent conflict between employers and employees. Rather than shared ideology, there is a class struggle between the parties. This view focuses on the role of power and conflict between parties. | |

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| 64. Name the three contexts of Dunlop’s IR system.   |  |  | | --- | --- | | *ANSWER:* | 1. Market and budgetary 2. Technological characteristics of the workplace 3. Distribution of power in the larger society | |

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| 65. What are three criticisms of Dunlop’s IR system?   |  |  | | --- | --- | | *ANSWER:* | 1. Descriptive in nature 2. Underestimates importance of power and conflict 3. Static in nature 4. Cannot explain recent/rapid decrease in unionization in the U.S. | |

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| 66. Discuss three implications of the Temporary Foreign Workers Program on the Canadian economy.   |  |  | | --- | --- | | *ANSWER:* | 1. There is an effect on younger generation of new hires; it may eliminate some low paying positions 2. Current employees are potentially laid off so TFW candidates can take these jobs which are funded by the Canadian Government and thus less costly to potential employers. 3. The program does not really stimulate the Canadian economy because no new high paying positions are actually created. | |

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| 67. Dunlop discussed that the employment relationship existed of as “web of rules.” Explain this concept along with the actors roles/rights and responsibilities.   |  |  | | --- | --- | | *ANSWER:* | Elements to consider in answer:  ∙ Specialized Government Agencies ∙ Hierarchy of Managers and their Representatives ∙ Hierarchy of Workers (Nonmanagement) and any Spokespersons ∙ Contexts – Market and Budget/Technical characteristics of the workplace and work community/Distribution of Power ∙ Web of Rules – Procedures for establishing rules/Procedural/Substantive | |

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| 68. Money markets can play a key role on the industrial relations system. Explain three money market elements discussed in the text which can have an impact on the IR system.   |  |  | | --- | --- | | *ANSWER:* | ∙ Interest Rate ∙ Inflation ∙ Exchange Rate | |

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| 69. There are several views of how our industrial relations system developed. Explain two of these views.   |  |  | | --- | --- | | *ANSWER:* | ∙ Neoclassical ∙ Pluralist and Institutional ∙ Human Resources/Strategic Choice | |