



Part I: Multiple Choice

Select the best response to each of the following multiple choice questions:

EXAMINATION

1. Who was responsible for forming the American Federation of Labor in 1886?

- a. Samuel Gompers**
- b. Benjamin Franklin
- c. Frederick Taylor
- d. George Meany
- e. Alexander Hamilton

2. One reason for falling union membership in recent years is that ____.

- a. legislation protects workers in a way that was once only offered by the unions
- b. unions have been seen as largely ineffectual**
- c. union membership is too expensive

- d. manufacturers will not hire union members
- e. union members earn less on average compared to non-union members
- e. Alexander Hamilton

3. Which of the following is false concerning the benefits and consequences of union membership?

- a. union workers receive more holidays from work with pay
- b. insurance plan benefits are better for union workers than for nonunion workers
- c. union members earn less than nonunion workers**
- d. union members are more likely to have long-term disability benefits than non-union workers
- e. unions can support the need for lighter workloads for union members

4. The decision to unionize may be based on ____.

- a. low morale
- b. fear of job loss
- c. arbitrary management actions
- d. increasing workload
- e. all of the above**

5. The agency shop form of union security means that the _____.

- a. company can hire nonunion people, but they must then join the union
- b. company can hire only union members
- c. employees who do not belong to the union must still pay dues**
- d. employees can decide whether to join the union and only those who join pay dues
- e. employees do not have to join the union but those with memberships must maintain membership for the contract period

6. In which human resource activity does a typical labor agreement give the union a role?

- a. recruitment
- b. selection
- c. compensation**
- d. dismissal
- e. all of the above

7. The _____ guaranteed each employee the right to bargain collectively free from interference, restraint, or coercion.

a. National Labor Relations Act

- b. Norris-LaGuardia Act
- c. National Labor Relations Board
- d. AFL-CIO
- e. Taft-Hartley Act

8. A contract that allows management to require nonunion membership as a condition for employment is called a _____ contract.

a. yellow dog

- b. scaredy cat
- c. yellow chicken
- d. black dog
- e. mouse

9. Prior to 1930, employers attempted to limit the influence of unions using all of the following methods except _____.

a. spies

- b. collective bargaining
- c. firing union agitator
- d. blacklisting union members
- e. requiring yellow dog contracts

10. The _____ was established by the Wagner Act to enforce its provisions.

- a. National Labor Relations Committee
- b. Norris-LaGuardia Group
- c. National Labor Relations Board**
- d. AFL-CIO
- e. Knights of Labor

11. The Norris-LaGuardia Act _____.

- a. guaranteed each employee the right to bargain collectively free from interference, restraint, or coercion
- b. made yellow dog contracts unenforceable
- c. provided for secret-ballot elections for determining whether a firm's employees would unionize
- d. banned unions from restraining or coercing employees from exercising their guaranteed bargaining rights
- e. both a and b**

12. The Wagner Act _____.

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- firm's employees would unionize
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13. The Taft-Hartley Act limited unions in all of the following ways except ____.

- a. prohibiting unfair labor practices
- b. establishing the National Labor Review board
- c. enumerating the rights of employees as union members
- d. enumerating the rights of employers
- e. allowing the President of the United States to temporarily bar national emergency strikes**

14. According to the Landrum-Griffin Act, national and international unions must elect officers at least once every ____ years.

- a. two
- b. three**
- c. four
- d. five
- e. ten

15. Which of the following is not a violation of the requirement for good faith bargaining stipulated in the National Labor Relations Act?

- a. surface bargaining
- b. willingness to compromise
- c. dilatory tactics**
- d. bypassing the union representative
- e. withholding information

16. Permissible bargaining items are ____.

- a. a part of negotiations through joint agreement of both management and union**
- b. forbidden by law
- c. items which must be negotiated according to law
- d. items important to both sides such as wages and benefits
- e. all of the above

17. All of the following are examples of mandatory bargaining items except ____.

- a. wages
- b. hours
- c. severance pay
- d. pension benefits of retired employees

e. insurance benefits



18. All of the following are examples of permissible bargaining items except ____.

- a. indemnity bonds
- b. use of union label
- c. overtime pay

d. cafeteria prices

- e. pension benefits for retired employees

19. Illegal bargaining items are ____.

- a. a part of negotiations through joint agreement of both management and union

b. forbidden by law

- c. items which must be negotiated according to law
- d. items important to both sides such as wages and benefits
- e. all of the above

20. Mandatory bargaining items are ____.

- a. a part of negotiations through joint agreement of both management and union

- b. forbidden by law

c. items which must be negotiated according to law

- d. items that are discussed when mutually agreeable
- e. all of the above

21. In collective bargaining, a(n) _____ occurs when the parties are not able to move forward toward settlement.

- a. impasse**
- b. agreement
- c. arbitration
- d. mediation
- e. association

22. Negotiators use all of the following types of third-party interventions to overcome an impasse except _____.

- a. binding arbitration
- b. nonbinding arbitration
- c. mediation
- d. fact finding

e. picketing

23. Which third-party intervention uses a neutral third party to assist the principals in reaching agreement?

- a. fact finding
- b. mediation**
- c. binding arbitration

- d. interest arbitration
- e. non-binding arbitration



24. Mediation to _____ is used by negotiators to end an impasse.

- a. assist the principals in reaching an agreement**
- b. study the issue in a dispute
- c. make a public recommendation
- d. determine and dictate the settlement terms
- e. interpret existing contract terms

25. Which intervention method listed below is the most definitive of all third-party interventions?

- a. fact finding
- b. mediation
- c. binding arbitration**
- d. interest arbitration
- e. non-binding arbitration

26. Fact finding seeks to end an impasse by _____.

- a. assisting the principals in reaching an agreement
- b. studying the issue in a dispute and making a public recommendation**

- c. determining and dictating the settlement terms
- d. interpreting existing contract terms
- e. communicating assessments of the likelihood of a strike

27. Arbitration means ending an impasse by ____.

- a. assisting the principals in reaching an agreement
- b. studying the issue in a dispute
- c. making a public recommendation
- d. giving a third-party the power to determine and dictate the settlement terms**
- e. interpreting existing contract terms

28. Which form of arbitration means that both parties are committed to accepting the arbitrator's decision?

- a. interest arbitration
- b. binding arbitration**
- c. nonbinding arbitration
- d. rights arbitration
- e. compulsory arbitration

29. Which form of arbitration seeks to interpret existing contract terms?

- a. interest arbitration

b. binding arbitration

c. nonbinding arbitration

d. rights arbitration

e. compulsory arbitration

30. A(n) _____ strike results from a failure to agree on the terms of a contract.

a. unfair labor practice

b. wildcat

c. sympathy

d. yellow dog

e. economic

31. Which type of strike is unauthorized and occurs during the term of a contract?

a. unfair labor practice

b. wildcat

c. sympathy

d. yellow dog

e. economic

32. When employees picket their employer by carrying signs near the employer's place of business they seek to _____.

a. encourage other employees to strike

- b. inform the public of the labor dispute
- c. arbitrate the positions of the union and management
- d. encourage employees to join the union

e. all of the above

33. Employers dealing with an unfair labor practice strike can use all of the following responses except ____.

- a. shut down the affected area until the strike ends
- b. contract out work to other operations
- c. continue operations with supervisors filling in
- d. hire temporary replacement workers

e. hire permanent replacement workers

34. Under which scenario must an employer rehire strikers who wish to be reinstated?

- a. following economic strikes if the negotiations were resolved
- b. following sympathy strikes
- c. following unfair labor practice strikes
- d. following wildcat strikes when the contract is still in place

e. all of the above

35. Employees who go on strike risk losing their jobs permanently in all of the following situations except ____.

- a. economic strikes
- b. wildcat strikes
- c. sympathy strikes
- d. unfair labor practice strikes
- e. all of the above represent a risk of job loss**

36. The collective bargaining agreement is signed by the employer and by the:

- a. national union**
- b. local union.
- c. national federation
- d. AFL-CIO.

37. Employers that appoint a committee to manage an anti-union campaign usually lose because:

- a. turnover is low
- b. committees produce effective decisions
- c. committees act promptly on union demands
- d. committees lack experience with unions**

38. An employer's primary defense against unionization is:

- a. a first line supervisor
- b. a campaign committee**

- c. a representation hearing
- d. a decertification



39. The cornerstone of effective labor-management relations is:

- a. collective bargaining**
- b. voluntary bargaining items
- c. good faith bargaining
- d. mediation

40. Administering the day-to-day contract is performed through the:

- a. plant rules
- b. grievance procedure
- c. collective bargaining
- d. good faith bargaining**