

Chapter 16: Worksheet mark scheme (21 marks)

- 1 State **three** advantages that trade unions offer to workers. (3)
- collective bargaining for pay, conditions, hours, redundancies
 - legal services
 - unions keep employers aware of legal requirements
 - some unions negotiate special commercial deals for members
 - specialist knowledge of employment issues
 - advice on employment issues
- 2 List **five** types of industrial action. (5)
- go slow
 - work to rule
 - all-out strike
 - selective strike
 - overtime ban
- 3 State **three** ways in which conflict between a union and a business can be resolved. (3)
- negotiation
 - conciliation/mediation
 - arbitration
- 4 Give **four** sources of frequent conflict between management and workers. (4)
- pay
 - working conditions
 - redundancies
 - closure
 - unfair dismissal
 - outsourcing
 - offshoring
 - changes in contracts (not legal in all countries)
- 5 What is the main advantage to employers of having a ‘closed shop’ (single union) agreement? (1)
- Avoids negotiation with several unions who may have conflicting opinions.
- 6 What **three** management tools could employers use to help their negotiations? (3)
- PR – use of media
 - threat of redundancies
 - closure
 - lockouts
 - change of contract (not legal in all countries)



7 Trade unions of workers involved in essential services may sometimes have a no-strike agreement with employers. What do workers gain from this? (2)

- union is seen as highly responsible
- union may allowed by management to participate actively in those elements of decision-making that affect workers