

Labor



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In chapter nine of the text, the importance of contract unions in the United States, and how the unions resolve disputes of various contract clauses, is discussed. The first point of the chapter is the important effect that both unions and union contracts have on employees and employers. The primary function of the union is to engage in actions that better the situations of the employees. Unions are centered on benefiting employees through the protection of their rights. For example, union workers are more likely to have better health coverage, higher wages, and objective seniority rights, when compared to non-union workers. Thus, unions play an effective role in reducing the rate of job turnover within a company. One example of this is the grievance process that helps employees to resolve their problems with the employer. However, the control gap by the unions is the difference between the managerial control in union and non-union workplaces; it is more important than the wage gap, which is the difference between the wages of union and non-union workers. The second point illustrated in chapter nine of the text is non-union workplace dispute resolution. In America, there is a significant difference between the way disputes are resolved in union and non-union organizations. The grievance procedure is a union system that protects the employees as well as the employer. However, many non-union workplaces suffer from not having a dispute resolution system in place. Such processes for conflict resolution are needed in any company, whether or not a union is in place. While managers often have an open-door policy that allows employees to come and discuss concerns and complaints, the policy has many disadvantages; such as the lack of fairness and equity. Non-union employers have made attempts at improving their open-door policy by enhancing equity and voice. Still, these non-union workers have a protected

right, under federal labor law—section 7 of the National Labor Relations Act (NLRA)—to engage in concerted action and form a union if they are unsatisfied with the changes and processes in place with their employer.