

Work

What is Work?

- Work can be anything as long as society accepts it as such – put it differently: work is “socially constructed”
- In our society work is
 - compensated activity that is sold
 - Either directly in the labor market
 - Or indirectly through the goods produced by the labor
- Forms of work
 - Jobs
 - A collection of work tasks
 - Occupations
 - Set of jobs across different organizations considered equivalent by employers and the government. It has a stable set of tasks and necessary skills attached to it.
 - Professions
 - Occupations that collectively control their recruitment, compensation, standards of delivery and receipt of their services
- Primary vs. Secondary Labor Market

Modern Times

Critique of the Age of Mechanization

Rationalization of Work (Taylorism)

- Technical control
(assembly line)
- Separation of
conception and
execution
(deskilling)
- Alienation



Shift from Industrial to Service Sector Jobs

- Table 1 . Distribution of employment by major sector,
 - 1850-2005
 - [In percent)

• Year	Agriculture	Industry	Services
• 1850	64 .5	17 .7	17 .8
• 1860	59 .9	20 .1	20 .0
• 1870	50 .8	25 .0	24 .2
• 1880	50 .6	25 .1	24 .3
• 1890	43 .1	28 .3	28 .6
• 1900	38 .0	30 .5	31 .4
• 1910	32 .1	32 .1	35 .9
• 1920	27 .6	34 .6	37 .7
• 1930	21 .8	31 .7	46 .6
• 1940	18 .3	33 .1	48 .6
• 1952	11 .3	35 .5	53 .3
• 1957	9 .8	34 .3	56 .0
• 1962	7.8	33 .1	59 .1
• 1972	4.4	31 .4	64 .2
• 1982	3.6	27 .2	69 .2
• 1990.....	2.9	25.1	72.0
• 2000.....	1.8	22.0	76.2
• 2005.....	1.6	19.8	78.6

Unions in the U.S.

- **Trade union membership**
15.4 million
- **Percentage of workforce**
 - Total - 12.5%
 - Public sector - 36.5%
 - Private sector - 7.8%
- **Demographics**
 - Age 16 - 24 - 4.6%
 - 25 - 34 - 10.7%
 - 35 - 44 - 13.7%
 - 45 - 54 - 16.5%
 - 55 - 64 - 16.5%
 - 65 and over - 8.9%
 - Women – 11.3%
 - Men - 13.5%
- **Occupations**
 - Management, professional - 13.4%
 - Service - 11.6%
 - Sales and office - 7.3%
 - Natural resources, construction, and maintenance - 16.5%
 - Production, transportation, and material moving - 18.0%

Job at McDonalds

- **Interview Tips**

- Going to a job interview can be really nerve-wracking. Remember that your prospective employer wants to meet the real you, so relax, look them in the eye, and present yourself in a natural, unforced way. Don't be afraid to ask questions, and be ready to handle any likely questions they'll ask you.
- **Plan ahead**
- The more you know about your future employer, the better. Research the company and the position, and be ready to answer the question, "Why do you want to work here?"
- **Be on time**
- It's really important to make your interview on time. In fact, you should try to be at least 10 to 15 minutes early. Oh, and remember to turn your cell phone off!
- **Watch what you wear**
- You want to make a statement, but not with a distracting outfit. Be you—but be professional.
- **It's about poise**
- Show your confidence. Sit up straight, make eye contact, then smile and relax. Try to speak clearly and confidently.
- **Sell yourself with facts**
- This is your chance to tell why you're perfect for the position. Highlight your successes and how you learned from any failures. Personality counts, so let yours shine.
- **Be positive**
- It's important not to make negative remarks about your past employers or colleagues. Keep it upbeat, and show your enthusiasm for opportunity.
- **Go ahead—ask**
- An interview is a two-way street. Don't be afraid to ask questions about the job. It shows enthusiasm, curiosity and lets them know you're interested.
- http://www.mcdonalds.com/us/en/careers/working_here/interview_tips.html

Leidner, Emotional Labor in Service Work

- Service work is both similar and different from industrial or farm labor
 - McDonald's
 - Similarities
 - Compare Charlie Chaplin in Modern Times with work in a fast food restaurant
 - Rationalization
 - Standardization
 - Deskillling
 - Mechanization
 - Differences
 - Hard to distinguish worker, the work process and the product
 - Customers participate in the production process
 - Emotional labor
 - » Employers supervise emotional labor if
 - » A. they think business success depends on it
 - » B. if they think the quality of the service is strongly influenced by it
 - » C. if they think simple selection of the right employees will not do the job
 - » D. if the incentive structure takes care of it (e.g. commission)
- Relationships vs. encounters
- Means of management
- Selection
 - Training and indoctrination
 - scripting and feeling rules
 - Monitoring
 - Managing customer behavior
 - worker-management-customer triangle

Three forms of controlling the labor process

- Richard C. Edwards:
 - Simple control – personal supervision, monitoring, surveillance
 - Technical control – the technical environment and machinery controls workers
 - Bureaucratic control – formal rules, internalized norms, identification with organizational goals