Chapter 1 : Social Work Practice: History and Evolution - Encyclopedia of Social Work

The Origins and Evolution of the Field of Industrial Relations in the United States (Cornell Studies in Industrial and Labor Relations) 1st Edition.

Overview[edit] Industrial relations examines various employment situations, not just ones with a unionized workforce. However, according to Bruce E. Kaufman, "To a large degree, most scholars regard trade unionism , collective bargaining and labourâ€" management relations, and the national labour policy and labour law within which they are embedded, as the core subjects of the field. However, it is generally regarded as a separate field of study only in English-speaking countries, having no direct equivalent in continental Europe. Industrial relations has three faces: In this vein, industrial relations scholarship intersects with scholarship in labour economics , industrial sociology , labour and social history , human resource management , political science , law , and other areas. Industrial relations scholarship assumes that labour markets are not perfectly competitive and thus, in contrast to mainstream economic theory , employers typically have greater bargaining power than employees. Industrial relations scholarship also assumes that there are at least some inherent conflicts of interest between employers and employees for example, higher wages versus higher profits and thus, in contrast to scholarship in human resource management and organizational behaviour , conflict is seen as a natural part of the employment relationship. Industrial relations scholars therefore frequently study the diverse institutional arrangements that characterize and shape the employment relationshipâ€"from norms and power structures on the shop floor, to employee voice mechanisms in the workplace, to collective bargaining arrangements at company, regional, or national level, to various levels of public policy and labour law regimes,[citation needed] to varieties of capitalism [10] such as corporatism , social democracy , and neoliberalism. The nature of these institutional interventions, however, differ between two camps within industrial relations. In the workplace, pluralists, therefore, champion grievance procedures, employee voice mechanisms such as works councils and trade unions , collective bargaining, and labourâ€"management partnerships. In the policy arena, pluralists advocate for minimum wage laws, occupational health and safety standards, international labour standards , and other employment and labour laws and public policies. Militant trade unions are thus frequently supported. History[edit] Industrial relations has its roots in the industrial revolution which created the modern employment relationship by spawning free labour markets and large-scale industrial organizations with thousands of wage workers. Low wages, long working hours, monotonous and dangerous work, and abusive supervisory practices led to high employee turnover, violent strikes , and the threat of social instability. Institutionally, industrial relations was founded by John R. Commons when he created the first academic industrial relations program at the University of Wisconsin in Wight Bakke , which began in Chamberlain at Yale and Columbia universities. By the early 21st century, the academic field of industrial relations was often described as being in crisis. In policy-making circles, the industrial relations emphasis on institutional intervention is trumped by a neoliberal emphasis on the laissez-faire promotion of free markets. In practice, trade unions are declining and fewer companies have industrial relations functions. The challenge for industrial relations is to re-establish these connections with the broader academic, policy, and business worlds. Theoretical perspectives[edit] Industrial relations scholars such as Alan Fox have described three major theoretical perspectives or frameworks, that contrast in their understanding and analysis of workplace relations. The three views are generally known as unitarism, pluralism, and the radical or critical school. Each offers a particular perception of workplace relations and will, therefore, interpret such events as workplace conflict, the role of unions and job regulation differently. The perspective of the critical school is sometimes referred to as the conflict model, although this is somewhat ambiguous, as pluralism also tends to see conflict as inherent in workplaces. Radical theories are strongly identified with Marxist theories , although they are not limited to these. In particular, the two predominant sub-groups in the pluralist perspective are the management and trade unions. The pluralist perspective also

supports that conflict is inherent in dealing with industrial relations since different sub-groups have different opinions in the day-to-day operations. It is the opposite of the unitary approach, there are different the group within the environment. Hence, the interest of employers and employee are divergent. Therefore, conflict is inevitable and the need for the trade union to protect the interest of both parties. Therefore, employees are loyal to the management as well as their labour leaders. This perspective sees inequalities of power and economic wealth as having their roots in the nature of the capitalist economic system.

Chapter 2 : Read Download Industrial Studies United States PDF â€" PDF Download

In Harry C. Katz, ed., "Review Symposium: The Origins and Evolution of the Field of Industrial Relations in the United States." Industrial and Labor Relations Review 46 (January): CrossRef Google Scholar.

Ancient origins[edit] An artistic depiction of a preacher promoting the crusades Although the term "public relations" was not yet developed, [1] academics like James E. Grunig and Scott Cutlip identified early forms of public influence and communications management in ancient civilizations. Plato and others said sophists were dishonest and misled the public, while the book "Public Relations as Communication Management" said they were "largely an ethical lot" that "used the principles of persuasive communication. He also commissioned newsletters and poems to support his political position. In England, Lord Chancellors acted as mediators between rulers and subjects. The government also created a publicity bureau called Information and Propaganda and a weekly newspaper originally controlled by the French government, The Gazette. According to Edward Bernays , the US abolitionist movement used "every available device of communication, appeal and action," such as petitions, pamphlets, political lobbying, local societies, and boycotts. The South responded by defending slavery on the basis of economics, religion and the constitution. In some cases propaganda promoting the abolition of slavery was forbidden in The South and abolitionists were killed or jailed. Supporters of the constitution sent letters now called the Federalist Papers to major news outlets, which helped persuade the public to support the constitution. To combat this perception, French aristocrat Marquis de Lafayette , who helped fund the American Revolution , was invited to a tour of the United States. Each community he visited created a committee to welcome him and promote his visit. To raise the money, the companies needed to maintain "an image attractive to potential bond buyers, [and maintain relationships] with members of Congress, the California state legislature, and federal regulators; with workers and potential workers; and with journalists. The German steel and armaments company Krupp created the first corporate press department in to write articles, brochures and other communications advertising the firm. In , Lee published a Declaration of Principles, which said that PR work should be done in the open, should be accurate and cover topics of public interest. At the time, secrecy about corporate operations was common practice. It was necessary for Junior to overcome his shyness, go personally to Colorado to meet with the miners and their families, inspect the conditions of the homes and the factories, attend social events, and especially to listen closely to the grievances. This was novel advice, and attracted widespread media attention, which opened the way to resolve the conflict, and present a more humanized versions of the Rockefellers. Bernays persuaded fashion designers, charity events, interior designers and others to popularize the color green. He suggested that the selection of which facts are disseminated by PR campaigns could be used to persuade the public. Edward Clarke and Bessie Tyler were influential in growing the Ku Klux Clan to four million members over three years using publicity techniques in the early s. It folded in due to government cuts. This led companies to recruit their own publicists to defend themselves. NAM tried mostly unsuccessfully to convince the public that the interests of the public were aligned with corporate interests and to create an association between commerce and democratic principles. It also led to the development of the slogan "A diamond is forever" in and was influential in how diamonds were marketed thereafter.

Chapter 3 : The global evolution of industrial relations. Events, ideas and the IIRA

The Origins & Evolution of the Field of Industrial Relations in the United States Bruce E. Kaufman Cornell University Press, - Political Science - pages.

Prior to that, the field was generally known as "personnel administration. The field did not normally focus on the relationship of disparate employment practices on overall organizational performance or on the systematic relationships among such practices. The field also lacked a unifying paradigm. HRM developed in response to the substantial increase in competitive pressures American business organizations began experiencing by the late s as a result of such factors as globalization, deregulation, and rapid technological change. These pressures gave rise to an enhanced concern on the part of firms to engage in strategic planning--a process of anticipating future changes in the environment conditions the nature as well as level of the market and aligning the various components of the organization in such a way as to promote organizational effectiveness. Human resource management HRM , also called personnel management, consists of all the activities undertaken by an enterprise to ensure the effective utilization of employees toward the attainment of individual, group, and organizational goals. It consists of practices that help the organization to deal effectively with its people during the various phases of the employment cycle, including pre-hire, staffing, and post-hire. The pre-hire phase involves planning practices. The organization must decide what types of job openings will exist in the upcoming period and determine the necessary qualifications for performing these jobs. During the hire phase, the organization selects its employees. Selection practices include recruiting applicants, assessing their qualifications, and ultimately selecting those who are deemed to be the most qualified. Patterson organized a personnel department to handle grievances, discharges, and safety, as well as training for supervisors on new laws and practices In the post-hire phase, the organization develops HRM practices for effectively managing people once they have "come through the door. The name change was mainly due to the change in social and economic activities throughout history. In the factories act stated that there should be male factory inspectors. In legislation was passed to regulate the hours of work for children and women by having a 60 hour week. During this time trade unions started to be formed. In the 1st trade union conference was held. This was the start of collective bargaining. In the number of industrial welfare workers had grown so a conference organized by Seebohm Rowntree was held. The welfare workers association was formed later changed to Chartered Institute of Personnel and Development. Recruitment and Selection It all started when Mary Wood was asked to start engaging girls during the 1st world war. In the 1st world war personnel development increased due to government initiatives to encourage the best use of people. In it became compulsory to have a welfare worker in explosive factories and was encouraged in munitions factories. A lot of work was done in this field by the army forces. The armed forces focused on how to test abilities and IQ along with other research in human factors at work. In the national institute of psychologists established and published results of studies on selection tests, interviewing techniques and training methods. Acquisition of other Personnel Activities During the 2nd world war the focus was on recruitment and selection and later on training; improving morale and motivation ; discipline; health and safety ; joint consultation and wage policies. This meant that a personnel department had to be established with trained staff. Industrial Relations Consultation between management and the workforce spread during the war. This meant that personnel departments became responsible for its organization and administration. Health and safety and the need for specialists became the focus. The heated climate during this period reinforced the importance of a specialist role in industrial relations negotiation. The personnel manager had the authority to negotiate deals about pay and other collective issues. The workforce and patterns of work are becoming diverse in which traditional recruitment practices are useless. This created new jobs in e-commerce while jobs were lost in traditional areas like shops. This meant an increased potential for employees to work from home. Organizations need to think strategically about the issues these developments raise. HRM managers role will change as changes occur.

Systems for e-recruitment; On-line short-listing of applicants; Developing training strategies on-line; Psychometric training; Payroll systems; Employment data; Recruitment administration; References; Pre-employment checks. IT helps HR managers offload routine tasks which will give them more time in solving complex tasks. IT also ensures that a greater amount of information is available to make decisions.

Chapter 4 : Industrial relations - Wikipedia

Ever since the emergence of industrial relations as a field in the late s, three different approaches to labor problems have been focal points for research and debate, according to Bruce E. Kaufman.

Bibliography expanded and updated to reflect recent research. Updated on 3 September The previous version of this content can be found here. Under the terms of the applicable license agreement governing use of the Encyclopedia of Social Work accessed online, an authorized individual user may print out a PDF of a single article for personal use, only for details see Privacy Policy and Legal Notice. History and Evolution Abstract and Keywords Social work is a profession that began its life as a call to help the poor, the destitute and the disenfranchised of a rapidly changing social order. It continues today still pursuing that quest, perhaps with some occasional deviations of direction from the original spirit. It is impossible to overstate the centrality or the importance of social work practice to the profession of social work. Much of what is important about the history of the profession is the history of social work practice. We must consider both social work practice per se the knowledge base, practice theories and techniques and the context for social work practice. The context of practice includes the agency setting, the policy framework and the large social system in which practice takes place. Social work practice is created within a political, social, cultural and economic matrix that shapes the assumptions of practice, the problems that practice must deal with and the preferred outcomes of practice. Over time, the base forces that create practice and create the context for practice, change. Midgley correctly notes that practice created in one social order is often inappropriate for work in another social order. Since the social order changes over time, practice created at one point in time may no longer be appropriate in the future. As Garvin and Cox note, industrialization led to the factory system, with its need for large numbers of concentrated workers, and subsequently created mass immigration, urbanization, and a host of consequent problems. Social work was a response to many urban problems such as mass poverty, disease, illiteracy, starvation, and mental health challenges. Both movements were imported from Great Britain and supplemented the efforts of religious groups and other associations, as well local and state governments in dealing with the problems of urbanization and industrialization. The Charities Organization Society and the Settlement Houses were important forces in shaping the development of American social work practice and the professionalization of social work. The Charities Organization Society COS represented the cause of scientific charity, which sought to introduce more rational methods to charity and philanthropy Trattner, There were also Councils of Social Agencies, which coordinated the efforts of social services agencies. It can be argued that the paid investigators were probably the precursors of caseworkers while the Councils of Social Agencies gave rise to social planning in community practice. Perhaps the final contribution made to social work practice by the COS was the mark it made on social work education through its role in creation of the New York School of Philanthropy. As Austin notes, the scholar practitioner model, where faculty come from a social work practice as opposed to a traditional academic model , is our prevailing mode of preparing social workers today. The Settlement House Movement aimed at the innercity and created houses as community centers in urban area. This was a completely different approach from that used by the COS. The settlement house workers used social group work to help socialize new immigrants to the city. They offered adult education for their urban neighbors and provided help and advice. They worked on community problems together with the other residents of poor urban neighborhoods. The Settlement House Movement is often most thought of for its social action efforts Trattner, Jane Addams was well known in this regard. Because many of the Settlement house workers were social scientists who worked in conjunction with university-based academic social scientists, they began important research into urban problems. Between these two movements lies the foundation of much of the practice we see today, accounting for casework, social group work, community development, social planning, and social action. The beginning of research supporting social policy is also here. These new specialties allowed the creation of practice methodology refined for certain

populations and many other practices specialties emerged. All of this occurred during the process of professionalization described by Lubove This included the creation of professional organizations, a code of ethics, professional agencies, and the creation of professional schools and a knowledge base. In Abraham Flexner questioned whether social work was actually a profession because of what he saw as the lack of a scientific knowledge base. This created an underlying theme in the profession that has occasionally led to unfortunate results Austin, ; Eherenreich, This quest continues to this day. As the profession developed and changed, so did society. As America became more conservative, social action activities decreased. This was especially true during the first three decades of the 20th century. Eherenreich observes that the rediscovery of poverty and the changing national mood toward social programs created a crisis for the profession. It did not, on balance, lead to much in the way of changes in social work practice. Freud and psychoanalysis became very influential in social work from the early part of the 20th century until the sixties. While social work created its own variants that brought more social factors into the mix ego psychology and psychosocial treatment , psychodynamic treatment became fashionable. Psychoanalysis was popular with psychiatrists, which facilitated the creation of strong bonds with the medical profession and the emerging mental health movement see Eherenreich, Although, it is not completely clear whether the profession as a whole endorsed Freud or just its leadership see Alexander, The impact of psychoanalysis cannot be discounted. The individually centered nature of psychodynamic theory also served to push the profession further from social action. Although one can debate whether psychoanalysis was the cause or consequence of a disengagement from social action and the poor, it is clear that this extraordinarily individualistic practice method closed off many avenues of engagement. Casework was the dominant practice method, a trend that can be seen throughout the history of the professional, and this was, perhaps, its most individualistic form. The Milford Conference â€" came to an agreement on the importance of casework to the profession Eherenreich, There were dissenting voices in direct practice however. A group of social workers formed the Functionalist School, providing a challenge to psychoanalysis. Functionalist theory, based on the work of Otto Rank, advocated an agency-based view of practice, which was different from the psychodynamically based diagnostic school. The Functional-Diagnostic Debate continued, with the more psychodynamically based diagnostic school maintaining the upper hand. There were also social workers who bucked both the more conservative national mood and the conservative orientation of the social work profession and engaged in social action. They advocated more progressive politics and a movement away from casework Eherenreich, The response of the profession was less than positive and the conservative mood that characterized social work reflected a conservative political mood. Until the end of the s, social work was a far more unified profession. Disagreements had been worked out and the profession presented a singular face to the world. That was about to change as the nation and the profession encountered the s. The Profession Changes in the Sixties The sixties changed the social policy, and the forces changing the context of practice changed the nature of professional social work practice and ultimately the profession. The politically and culturally conservative fifties gave way to a new national mood and a series of social movements that changed the political agenda for a nation. Poverty was part of the national debate in a way that it had not been since the Depression. This time, the results were different for social work and social work practice. There were major changes in social work practice during the s. Those changes continued at least for the next four decades and will likely continue into the future. The most momentous change was the erosion of the psychodynamic influence in social casework. This does not mean that social workers no longer do psychodynamic practice, nor does it mean that social work schools no longer teach psychodynamic practice theory. The hold that Freudian and neo-Freudian approach had on social casework was, however, broken. In the macro area, politically oriented community action reemerged. Involvement in social planning was facilitated by the Model Cities Program and the regional planning agencies such as the Appalachian Regional Commission. This was less than 10 years before the Lurie, writing in the Boehm Report, had questioned the lack of integration in the field. It is fair to say that the s began a pattern of fundamental change in the profession and within social work practice. This change

continues even today. The Changing Face of Social Work Practice In the three decades that followed the s there were a great many changes in the way that social work practice was described, conducted, and taught. This reflected an adaptation to changes in the context of practice, as well as the efforts of social workers to move beyond the older agreement. Micro practice has taken advantage of models and approaches from the social sciences and from other helping groups. While some practitioners still use psychodynamic approaches, social workers also use behavioral and phenomenological approaches. Theories such as task-centered treatment, cognitive behavioral approaches, reality therapy, and so forth provide options for the social work micro practitioner. Turner and Payne describe a vast variety of clinical approaches that move beyond the single theory approach of the profession prior to Macro practice has matured since the s and will continue to develop as time goes forth. Community practice has developed new approaches that encompass a wide variety of strategies and techniques. Political organizing, locality development, and social planning have matured and developed. Administration frequently referred to as Social Administration once had an unclear place in social work practice, but is now clearly established as a method of social work practice. This began with a series of reports and projects in the s and evolved into eventual recognition of the approach. Recognition of policy practice as a practice field is also established in most of the profession. This brings in policy analysis and policy change advocacy, lobbying, and so forth together in a single social work role. These are developments that would have been unthinkable in the past but, in many ways, the profession still lags behind other fields in the training of practitioners for macro practice. Going beyond the macroâ€"micro divisions, the growth of generalist practice theory is noteworthy. Generalist social work means using an essentially constant set of approaches at multiple levels. Generalist practice has developed a robust set of theories and approaches to inform this perspective. Ecological systems theory and the Life Model, the Strengths Perspective and Empowerment practice, as well as Feminist Social Work Practice Theory, provide explanations at multiple levels that can encompass several types of techniques. These are, in many ways, recognition of the limitations of earlier approaches. The use of research findings to guide practice is an attractive theory and one that promises further improvement in the quality of practice. Also important are the developments in technology-based practice, including e-therapy, telemedicine, electronic advocacy, and other techniques that use high technology. These have grown in importance as the technology evolves, the online environment become more important and experience and research push the development of practice toward further refinement.

Chapter 5 : History of public relations - Wikipedia

Get this from a library! The origins & evolution of the field of industrial relations in the United States. [Bruce E Kaufman] -- Bruce Kaufman provides a detailed exploration of the historical development of the field of industrial relations.