GLOSSARY OF
INDUSTRIAL RELATIONS
AND RELATED TERMS

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and
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ILO Regional Office for Asia and the Pacific
Bangkok
AND RELATED TERMS

INDUSTRIAL RELATIONS

GLOSSARY OF

International Labour Office
Foreword

September 1996

Bangkok

Advisory Team (ILO/EASTAMAT)
ILO East Asia Multidisciplinary Advisory Team

W.R. Simpson

Secretary

The text of this glossary has been prepared by Mrs. Dawn McCandless, Associate, and includes contributions and assistance from the East Asian Multidisciplinary Advisory Team.

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The promotion of conflict and constructive industrial relations is considered to be a fundamental objective of the International Labour Organization. The promotion of conflict and constructive industrial relations is considered to be a fundamental objective of the International Labour Organization.
September 1996
Bangkok

ILO/ESWAT
ILO East Asia Multi-disciplinary Advisory Team

Labour Protection and Relations Cluster
David Macdonald and Caroline Vandenebœle

Welcome.

Suggestions are welcome. We hope the reader will find the glossary useful. Any

Sylvia and S.E. Stern for their ideas and suggestions.

colleagues, and special thanks are due to Messrs. R. Heron, S. R. de

The glossary is the result of the joint efforts of a number of

looking particular terms.

Choosing an appropriate index at the end of the glossary will facilitate

them in more than one category, the most appropriate category was

used in the context. Whenever it was possible to classify a particular

processes and outcomes. This is to provide a guide to how a term is

industrial relations system - the parties and institutions and the

elements of an

number of categories corresponding to the main elements of an

The terms compiled in the glossary have been classified into a

literature.

Classification or Recommendation, preference should be given to the

difference between the text of this glossary and any definition in an

defined a general position of the ILO on each term. How particular

The glossary is not intended to be an exhaustive list. Nor does

particularly it operates in a market-oriented economy.

persons who are relatively unfamiliar with industrial relations.

This glossary defines a range of common industrial relations

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A. Processes

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3. Grievance and dispute resolution

a. Third-party intervention

b. Forms of disputes and

14. Industrial action
members who work in the same enterprise.

A worker who is the representative for his/her union at the

Delegation Shop/union representative

Empire unanimous (work task)

increase in work (e.g. for seasonal reasons) or to undertake a particular

Casual Worker

Blue-collar worker are traditionally paid on a weekly, hourly or incentive

A Workers and their Organizations

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B. Employers and their organizations

A union which is established by another under the influence and control of an employer.

Yellow union

Refers to an independent contractor.

Worker/employee

Any person who has a wage or salary and performs work on a contract with an employer.

White-collar worker

Their common interests.

An association of workers organized to protest and promote.

Trade union

Enterprise union

Crossing of industrial relations and related terms

Labor council/trade union center

A union whose members are skilled or semi-skilled.

Industry universal union

Performance of the task concerned.

Independent contractor

Free rider

Enterprise union

Crossing of industrial relations and related terms
Consensus

Enterprise level, wide of the national level rather than at the regional, local or
aspect of bargaining and determination of wages, area handed Industry-
A process to which wages determination and certain

Centralization

representative organization, and a trade union
Relations between two parties, usually an employer (or an

Bipartite relations

established, encouraged or endorsed. Among employers and workers (or their organizations) are
Any process by which direct cooperative arrangements

Bipartism

C. Relations between the parties

came out by the organization responsible for policy and planning in relation to a major area of activity
An executive in an organization. A senior manager is typically
Senior manager/manager

Glossary of Industrial Relations and Related Terms

Employee's organization

An organization whose membership consists of individual

Employers, trade unions, management and the community who are responsible for maintaining agreements and collective bargaining.

Management

Middle manager

and the responsibility to supervise the work of others.
A person who has the authority to take work-related decisions

Manager

Middle and senior managers.

is general in nature, includes team leaders and supervisors as well as
supervisors, department heads, middle managers and others.
It consists of planning, organizing, coordinating, implementing, controlling and decision-making.
It can also be described as a system of authority over a social group.
A disciplinary and function discharged by people in an

Labour-related matters

workers, will be to negotiate and provide services to members on
involves dealing with organizations and representatives of
promoting and representing the collective interests of members, to present a
on behalf of the employees or other, formalized and unionized in

Enterprise's organization

An enterprise's organizational structure that coordinates the functions through management and programs of the organization as set down by top
management and through supervision. The higher position is between top
An enterprise officer whose position is between top

Middle manager

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management and through supervision. The higher position is between top
An enterprise officer whose position is between top
workers and their representatives resulting from a negotiated agreement.

Growth and the competitive situation.

be influenced by a range of factors, including productivity, the economy, and the willingness of workers to accept wage increases. The ability to pay can only be determined as wage increases and increases in the price of goods or services are determined. One of several criteria used to determine wage increases and prices is the economic situation.

I. Bargaining

A. Processes and outcomes

Interests of employers and employees of their own choosing represent their interests. The right to work and the right to organize and join trade unions are also protected. The right to strike is to achieve a particular goal is in industrial relations. It refers to the right of people to assemble in public or private for the purpose of joining a common cause and to assemble with one another to achieve a particular goal in industrial relations. The right of people to assemble in public or private for the purpose of joining a common cause and to assemble with one another to achieve a particular goal in industrial relations.

Freedom of association

A peak organization of employers or trade unions

Confederation

D. Other related terms

Cross-class of industrial relations and related terms

I. Industrial Relations system

II. Processes and outcomes

Interests of employers and employees of their own choosing represent their interests. The right to work and the right to organize and join trade unions are also protected. The right to strike is to achieve a particular goal is in industrial relations. It refers to the right of people to assemble in public or private for the purpose of joining a common cause and to assemble with one another to achieve a particular goal in industrial relations.

Industrial relations at the enterprise level

Settlement of disputes by collective bargaining and disputes, collective bargaining agreements, and disputes are settled by the parties to the agreement. In the context of industrial relations, the parties to the agreement are the employer and employees, the employer, and the employees at the enterprise level at the enterprise level.
A framework agreement

Framework agreement

Enterprise agreement

Enterprise agreement

Direct negotiation

Direct negotiation

Claim

Claim

Baranghing

Baranghing

Baranghing

Baranghing

Baranghing
Financial participation

- The power to make decisions on these matters, directly or through their representatives, on certain matters, but retains the power of the workers. Management seeks the views of workers.

Consultation

Employment relations characterized by a significant level of joint employment relations and consultation between workers and management.

Co-determination

2. Workplace cooperation

Productivity bargaining

This serves as a model for negotiation by other employers or unions. It is achieved in other industries or sectors. The first agreement

Industry-wide bargaining

Negotiations take place between a single worker and employer.

Individual bargaining

Negotiation takes place between a single worker and employer.

Agreement

Consulting interests come together and talk with a view to reaching agreement on a process in which two or more parties with common and conflicting interests combine to reach a view to reaching agreement.

Negotiation

Important issues of common (eg, an indication of good faith) before discussing agreements which concern employees on negotiating less agreements that concern the management of employment relations.

Negotiation over a single key issue of a single wage rate, in this context.

Key bargaining

Industry-wide bargaining

Standardization of working conditions that have a broad

any form of collective bargaining that takes place between those workers who are opposed to individual bargaining

Indirect bargaining

Negotiations which take place between a single worker and employer.

Negotiation between workers of their representatives and

Productivity bargaining

This serves as a model for negotiation by other employers or unions.
Conclusions

on interests disputes.

A method of dispute settlement in which an independent third party provides a decision resolving the dispute. This method is known as arbitration. Arbitration is typically used in labor-management disputes to resolve differences between management and employees.

Workers' Participation

Joint decision-making is a process whereby management and workers cooperate to manage the workplace. It involves the sharing of information and decision-making power. Workers are involved in the management process and have a say in decisions that affect their work.

Industrial Democracy

An umbrella term referring to the sharing of power in the workplace, where employees have a voice in decisions that affect their work. This can include participation in decision-making, direct democracy, and other forms of worker participation.

Information Sharing

The regular and systematic provision of management information to workers, in a way that is accessible and understandable. This includes personal, industrial, and organizational matters. The sharing of information helps to build trust and transparency in the workplace.
Go-Slow

Abnormal other workers. The procedure often used is a dispute resolution.

(3) Forms of disputes and industrial action

For the resolution of the problem, so that a solution

Mediation

Representatives. Higher levels of management and workers

Provisions set up usually in a collective bargaining

(3) Crosswalk of industrial relations and related terms
Contract for Services

1. Contractual Issues

B. Outcomes

followed.

A strike is called a work stoppage when workers are not willing to work, either because they believe that their working conditions are unfair or because they are being exploited.

If your strike is taking place in a non-union environment, there may be a legal requirement to consult with the union before proceeding with a strike. This consultation is not always required, but it is recommended as a best practice.

Strike

Right to strike

An industrial dispute is a dispute between workers and their employer over working conditions or other matters. A strike is a form of action taken by a group of workers to protest against their employer.

Rights of strike

Under the Industrial Relations and Labour Laws, there is a right to strike. This right is enshrined in the Constitution of India. An employer cannot prevent workers from going on strike, but they can take legal action against them if the strike is deemed to be illegal.

Summary

This document discusses the legal framework for industrial relations and disputes. It outlines the rights and responsibilities of both employers and workers, and provides guidance on how to resolve disputes in a fair and just manner.
A level of wages above the living wage which reflects the gross wages, or in the case of part-time work, the normal hours of work.

Fair wage

on gender

wages and salaries. The index thus reflects changes in the purchasing power of wages.

Consumer price index/average cost of living index

appreciation in the context of equal pay?

appreciation is important.

Comparative worth

this procedure.

Comparative wage justice/comparable wage rate

The level of wages for an occupation is important in comparable, either within the same enterprise of the same industry or occupations within the same enterprise of the same industry. A procedure of wage-setting by which identical or similar occupations are classified.

Employment status

establishing the terms and conditions of employment.

A legally binding agreement between an employer and an employee.

Contract of employment/contract of service

and the direction in which it is exercised.

control over the manner in which the nature of that control is exercised over the performance of the work. Control in this sense is exercised over the performance of the work. Control in this sense is exercised over the performance of the work.
Real wages

Performance-related pay

Net take-home earnings received for a period of employment.

Occupational health

Additional compensation is required (e.g., a remote location or a shift or overtime work) in an environment for which extra wage costs are payable to workers who work non-standard hours (i.e., outside regular hours).

Direct and indirect wage costs over and above normal hourly

Ongoing costs

Cross-fertilization of industrial relations and related terms.
**Dismissal**

4. **Termination of Employment**

For all employees, or overtime rates.

Employment contracts can be enforced by law, a collective bargaining agreement, or individual employment agreements. The working hours of a worker in excess of the standard working hours are paid, but not generally paid to casual workers.

**Overtime**

Towards higher utilization of casual workers.

An employer's policy aimed at aligning the prevailing pattern of working arrangements for mainly permanent full-time employees.

**Consultation**

3. **Working conditions**

Wages and other terms and conditions of employment, including hours of work, rates of pay, and other terms of employment.

The guidelines adopted by governments, industrial unions, and employers on the establishment of maximum in monetary wages, the relationship between wages and productivity.

**Wages**

Overtime rates and overtime earnings.

The gross pay of a worker based on a specific annual amount.

**Remuneration**

Any form of payment for work performed. It generally includes wages and other benefits.

**Severance pay**

For continuity of the normal activity worked. Salaries are typically paid in the event of a worker's dismissal. The gross amount of pay is provided, and severance is calculated according to the worker's employment history and other authorized deductions.

**Wage incentives**

A system of payments for achieving specific results.

**Wage indexation**

The movement of prices index reflecting the cost of living.

A process whereby wages are regularly adjusted according to changes in the consumer price index.
opportunity, pay, dismissal, and redundancy.

The dismissal of a worker or a group of workers as a result of redundancy may involve retraining the worker or a group of workers on the contract of a worker or a group of workers as a result of redundancy.

The transfer of an individual or occupational group within an organization from one job to another. Redeployment often occurs when an occupational group is transferred to a new location. Redeployment agreements and individual policies of individual companies are also followed.

The formal procedure initiated by an employer in applying the procedures of dismissal of an employee if required.
A broad term generally referring to working conditions in an industry.

**Quality of Work Life (QWL)**

Accepted by management and is measured in improving the work environment to improve productivity and quality. Recommendations may be submitted by the relevant work group. Recommendations are to improve the quality of work life. Recommendations are to improve the quality of work life.

**Productivity**

The relationship between output and input of the resources.

**Job Rotation**

Involves workers moving between different jobs at fixed or irregular intervals. It is intended to provide increased variety and opportunities for learning and greater use of their skills and abilities. Some jobs require learning and acquiring new skills.

**Job Enrichment**

Involves giving workers more control over their own jobs, emphasizing the importance of doing the job to the best of their ability and responsibility for the results of their work.
controlled in a free-market orientation.

The process whereby economies emerge from a state of

liberalization

service of their employers.

Refers to the rate of frequency with which workers leave the

labour turnover

region and another.

The ease of movement between one job, employment sector or

labour mobility

(employment, pay and employment conditions,

and/or occupation) The outcome of this process include the level of

labour market

highlight and regions that are more highly developed and demand for a particular region. Industry

labour market

organisation

The annual International Labour Conference of the InternationalLabour

organisation

processes and norms concerning labour and related issues.

International Labour Standards

Guidance, in an associated convention by providing more detailed

international labour recommendation

glossary of industrial relations and related terms

International Labour Recommendation

glossary of industrial relations and related terms

Self-managed or semi-autonomous work groups

glossary of industrial relations and related terms
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