

Glossary

Compulsory redundancy: a form of redundancy (qv) whereby the workers involved get to exercise no choice about whether or not they are dismissed.

Corrective discipline: an approach to workplace discipline in which the emphasis is placed on correcting and improving a worker's behaviour.

Consensus theory: a theoretical perspective that postulates that a shift from a punitive (qv) to a corrective (qv) approach to workplace discipline has occurred over time.

Empowerment: a term that is used to refer to the devolution of managerial tasks from managers to workers, and the corresponding increase in autonomy experienced by the latter.

Job tenure: the length of time a worker spends in a job.

Managerial prerogative: the right of managers to exercise unilateral control over workplace relations.

Punitive discipline: an approach to workplace discipline in which the emphasis is placed on punishing workers for misdemeanours.

Redundancy: formally, a term that means the dismissal of a worker on the grounds that the job they are doing is no longer needed; in practice it has come to refer to the collective dismissal of workers as a result of an employers' need to cut costs.

Quality circles: groups of workers, sometimes including managers, who meet regularly to resolve any problems affecting, and to find ways of improving, the production of goods or the delivery of a service.

Total Quality Management (TQM): a managerial technique whereby all workers are expected to maintain responsibility for the quality of a product or service.

Voluntary redundancy: a form of redundancy (qv) whereby in theory, but rarely in practice, the worker chooses to accept a cash payment, in exchange for agreeing to forego their job.

Work intensification: a term that is used to refer to a situation in which people put an increased amount of effort into their jobs.