

Index

- The Future of Work in Massachusetts*, Tom Juravich, ed.
University of Massachusetts Press
- "100 Best Corporate Citizens" list, 65
3Com Corporation, 99
- Abe, Masahiro, 210
Adelmann, Pamela K., 187
AFL-CIO, 60–61; . *See also* unions
African American workers: in health care workers survey,
167; in long-term-care sector, 142; low-wage
occupations and, 39; women and poverty, 43, 155n.5
Agfa Corporation, 64
Albelda, Randy, 6
American Bosch, 73, 76
Ametek Aerospace, 64
anxiety: measured by Work and Family Transitions
Study, 191, 194; mental health and, 197f; roles of family
and work in, 196
A-Plus Manufacturing, 117–118, 130n.4; . *See also*
employment transitions
Asia, outsourcing and, 61, 63
Asian workers: low-wage occupations and, 39; women
and poverty, 43–44
AT&T Network Systems, 114
AT&T Transmission Systems Business Unit, 114–115
Attleboro, 64
"audacity of hope", 2
- bachelor's degree, 22, 23; . *See also* educational
requirements
Bailyn, Lotte, 3
Barnstable County, 18
barrier intermediaries, 125
Belanger, Joseph, 115
Bell System, 114
benefits, employer-provided, 35, 202; blue-collar work
and, 190–192, 192t; employee use of, 201; measured by
Work and Family Transitions Study, 189–190
Berkshire County, 15, 39
biotechnology, 18
Bird Machine Company, 63
Blair, Alan, 86
blue-collar work, 73–74; benefits, employer-provided,
190–192, 192t; child care, 191–192; family and medical
leave, 192–194, 193f; family issues and, 185–202 (*See
also* mental health; Work and Family Transitions
Project); flextime, 200–201; job losses in Springfield,
76–77; sick leave, 191; telecommuting, 191
Boston Business Journal, 64
Boston Globe, 75, 76–77
Bourne, Heather, 6
Breaking the Mold (Bailyn), 3
Brenner, Mark, 4, 76, 79, 140
Bristol County, 15, 18, 29n.4
Bronfenbrenner, Kate, 4–5
Business Ethics magazine, 65
Canton, 63
capital mobility, job losses and, 53–70; . *See also*
outsourcing; production shifts
career ladders, 5–6, 137–156; access to, 138–139; as
alternative to high turnover, 141, 149–151; barriers to,
151–153; capacity, 152–153; case studies, 145–151,
146t, 147f; developing, 145–151, 146t, 147f; history of,
138–140; job satisfaction and, 150; labor market and,
142–144; management support and, 151–153; in the
Massachusetts economy, 140–141; participation levels,
in training, 148; progress points, 149t; prospects for,
153–154; skill levels and, 149; wage improvements, 148
case studies: career ladders, developing, 145–151, 146t,
147f; low-wage women workers, 33; progress points,
149t
cashiers, 23
Center for Epidemiological Studies (CES-D), 191
Center for Labor Market Studies, 3
certification of health care workers, 166
certified nursing assistant (CNA): . *See* nursing assistant
change-in-earnings model, 211–213, 213f
childbirth, and work, 6; . *See also* family and medical
leave; family issues; parental leave benefits
child care, 45–46, 191–192; . *See also* family issues
child-care tax credit, 47
child-care vouchers, 192
childless workers, 97–98, 98t
children: . *See* family issues
China, outsourcing and, 61
Cisco Systems, 116, 124–125
class: in health care industry, 167t; work hours and, 168–
171, 169f; work schedules and, 170f
class action lawsuits, 179n.1
Clawson, Dan, 6
Clayton-Matthews, Alan, 6, 18
Collins, Timothy, 81
communications industry, 18, 58
Communications Workers of America (CWA), 112, 118
complexity of work, mental health and, 186–187
computer equipment, 18
computer support specialists, 19, 20, 23
computer systems analysts, 19, 23
Connecticut River Valley, economic collapse in: . *See*
Springfield
contingent workers, 34
continuous improvement, 114–115
continuous learning, 106
control over one's work, mental health and, 186–187, 202
cost of living, 23
Council of Economic Advisers, 83
Covered Employment and Wages Program, 28n.3, 29n.6
culture of retention, 149–151; . *See also* retention

Index

- culture of work, 6, 172–174, 178
Current Population Survey (CPS), 216
- Daly, Gary, 84
Danaher Tool, 73
defense spending, 12–13
deindustrialization, 4–5, 14–15, 54; . *See also* Springfield
Deming, W. Edwards, 114
dependent-care assistance plan (DCAP), 192
depression, 191, 194, 195*f*, 196; . *See also* mental health
Dillman, Don, 167–168
disability insurance, 207
Dobbs, Lou, 53
Donnelly, Ken, 81
Downs, Barbara, 210, 214
dreams for the future, 1–2, 7
Dukakis, Michael, 111
Durkin, Ted, 84
- Earned Income Tax Credit (EITC), 46
earnings distribution, 24–25, 25*t*
East Hartford, Connecticut, 73–74
economic collapse, in Connecticut River Valley: . *See* Springfield
economic cycles, 11
economic development, 86–87
economic disparity, 11; . *See also* income inequality
economic growth, 12, 12*f*, 13
Economic Policy Institute, 3
economic trends, 11–12, 12–13, 27, 54
education: access to, 46, 139, 48*n*.12; investment in, 129;
low-wage occupations and, 34, 37; wages and, 25
educational requirements, 19, 22–23, 99, 155*n*.4
education policy, 46, 115
electronics/electrical equipment industry, 58
emergency medical personnel: . *See* EMS personnel
employability, 93–94, 98
employee retention, 149–151, 208–209, 215
employment, distribution of, 14–18, 15*t*
employment classification, 29*n*.3
employment projections, 19–21, 20*t*
employment security: . *See* security, employment
employment transitions, 119–127; earnings levels, 120–
122; employment outcomes, 120–121; reemployed
workers, characteristics of, 123*t*; reemployment, 119–
124, 120*t*; retirement, 119; training, 119–120, 120*t*;
workforce development, 126–127; . *See also* A-Plus
Manufacturing; Lucent Technologies
EMS personnel, 163, 166, 168–171, 169*f*
Engineered Materials Solutions, Inc., 64
entrepreneurial training, 118
Erhenreich, Barbara, 3
Essex County, 18
Europe, outsourcing and, 61
Everett, 59, 64, 65–67
- "Exporting of America" (Dobbs), 53
Extended Care Career Ladders Initiative (ECCLI), 138,
145–151; . *See also* career ladders
- Families on the Fault Line* (Rubin), 3
family and medical leave, 6, 205–223; barriers to, 205–
206; benefits of, 208–215, 221; blue-collar work and,
192–194, 193*f*; costs of, 209, 215–216, 220–221; current
state of, 206–208; effect on earnings, 210; effect on
employment, 210; effect on leave-taking behavior, 208–
209, 209–210, 215–216, 223*n*.10; extension of, 207–
208; job retention and, 208–209; in other countries, 206;
parental leave benefits, 190–191; reasons for using, 206,
207*f*; turnover and, 143, 209, 215; unpaid, 202, 216–
217; voluntary programs, 207; wage costs of, 217*t*
Family and Medical Leave Act (FMLA), 205; . *See also*
family and medical leave
Family Economic Self-Sufficiency (FESS) standards,
47*n*.1
family issues, 3, 6, 7, 164–165; blue-collar parents and,
185–202; blue-collar work (*See also* mental health;
Work and Family Transitions Project); in information
technology sector, 95–98; mental health and, 194–200;
work hours and, 171, 172, 175–177; . *See also* Work and
Family Transitions Project
family time, importance of, 97
Fiddy, Michael, 130*n*.2
Finance Control Board (Springfield), 74, 75, 80–83
financial services industry, 18, 58, 59, 70*n*.7
Firm Internal Labor Markets (FILMs), 154*n*.1
Five Percent Public Use Microdata Sample (PUMS), 36
flexible work arrangements, 5, 93, 95–98, 106
flextime, 200–201
Folbre, Nancy, 3
Ford, Henry, 74
Ford Motor Company, 74–75
Forrant, Robert, 5, 130*n*.2
Fraser, Jill, 3
full employment, absence of, 36
future of work, 1–2, 4
Future Springfield, Inc., 75
- gateway industries, 141
gender: health care industry and, 167*t*; mental health and,
186–187; occupational segregation and, 168; work hours
and (*See* hours, work); work schedules and, 168–171,
170*f*, 172–177; . *See also* women workers
General Electric, 60
general managers, 22
Georgia, higher education policy, 48*n*.12
Gerson, Kathleen, 163, 171
Gerstel, Naomi, 6
globalization, sources for information on, 55
Gordon, Jennifer, 3
Gramsci, Antonio, 178

Index

- Greater Boston Interfaith Organization, 155n.8
Greenberger, Ellen, 190
Greenfield, 78
growth rate of labor force, 14
- Haitian workers, 155n.8
Hampden County, 15, 76, 167; . *See also* Springfield
Hampshire County, 15, 18, 39, 29n.4
Harrington, Paul, 3
Harrison, Bennett, 139
health care industry, 5–6, 28; certification of workers, 166; class and, 167*t*; gender and, 167*t*; Hispanic workers, 167; hours (*See* hours, work); overtime, 169–171, 172–173; schedules, 168–171; survey of workers, 167–168; workers, 6, 167, 167*t*; work time issues, 165–166
health insurance, 35
hegemony, 178
Hekman, John, 83
helping others, as work motivation, 104–105
higher education, accessibility of, 46, 48n.12
high-growth occupations, 19
high-tech manufacturing, 13, 19–20, 27
Higuchi, Yoshio, 210
Hispanic workers: in health care workers survey, 167; in long-term-care sector, 142; low-wage occupations and, 37, 39; women and poverty, 43–44, 155n.5
Hobsbawm, Eric, 164
Hochschild, Arlie, 164–165
Hofferth, Sandra, 210
Holyoke, 78
Holyoke Transcript-Telegram, 79
hours, work, 3, 6–7, 11–12, 26*t*; background, 164–165; class and, 168–171, 169*f*; gender and, 163–180, 169*f*, 175–177; in health care industry, 163–180, 169*f*; increased to maintain standard of living, 25–27; in information technology sector, 95–97; leaving a job because of, 174, 178; measured by Work and Family Transitions Study, 189; processes that shape, 172–177; unions and, 165–166, 174–175, 179; workers negotiate/contest/resist, 172, 174, 178–179; . *See also* overtime
Huysler, Dana, 6
- immigrant workers, 3, 155n.8, 155n.9; in long-term-care sector, 141; low-wage occupations and, 34–35, 39, 47, 155n.7
income: in information technology sector, 101–102; in long-term-care sector, 142; . *See also* wages
income inequality, 11, 27, 36
India, outsourcing and, 61, 66
individual training accounts (ITAs), 117
industrial equipment, 58
industrial policy, 28
information systems managers, 19, 20, 23
information technology industry, 4, 5, 13, 93–108; advice to those considering IT career, 105–106; declines in, 20, 105–106; degrees held by workers, 100*t*; displacement of workers, 107–108; early consideration of careers in, 102–103, 103*t*; educational requirements, 99; family issues, 95–98; financial position of workers, 101; flexible work arrangements, 93, 95–98, 106; future of, 105–106; hours, 95–97; income, 101–102; intellectual challenge as attraction, 103–104; job losses in, 58; layoffs, 113–114, 116–117; motivation and meaning of work, 93–94, 101–105, 102*t*, 107; outsourcing, 93, 107; as part of new economy, 18; percent of workforce employed in, 18–19; recruitment/retention, 106–108; restructuring in, 19–20, 99; security, 93, 99–101, 106–107; skill levels, 99–100, 100*t*; stock market bubble and, 27; structural change, 127–129; unions and, 107–108; wages of, 111
injury rates, in long-term-care sector, 142
insurance industry, 58
International Association of Machinists (IAM), 74, 78, 84
Invisible Heart, The (Folbre), 3
IWPR/LRC Paid Family and Medical Leave Simulation Model, 216, 223n.11
- Jacobs, Jerry, 163, 171
janitors, 23
Joesch, Jutta, 210
job challenge, 189, 196, 199–200
job distribution, 22*t*
job growth projections, 11, 19; in low-wage occupations, 21*t*, 22–23, 27–28, 44–45
job losses, 15, 16*f*; in blue-collar work, 76–77; capital mobility and, 53–70 (*See also* outsourcing; production shifts)
job mobility, 5–6, 35, 137; . *See also* career ladders
job satisfaction, 150
job search case studies, 124–126
job security: . *See* security, employment
job structure, in long-term-care sector, 143–144, 144*f*
Job Training Charade, The (Lafer), 2–3
- Khatiwada, Ishwar, 3
Kim, Marlene, 4
knowledge economy, 21–22; . *See also* information technology industry
Krapek, Karl, 84
Kriss, Eric, 82
Kuhn, Sarah, 5
- labor force, composition of, 141
Lafer, Gordon, 2–3
Latin America, outsourcing and, 61–63
layoffs, 77*t*, 113–114, 116–117
Lazonick, William, 5, 104, 130n.2
LeBovidge, Alan, 74

Index

- Lexis-Nexis, 55
licensed practical nurses (LPNs), 143
liveable wage, mental health and, 202
living standards, 11–12, 24–27
long-term-care industry, 5–6; career ladders in (*See* career ladders); characteristics of workers, 142–144; Hispanic workers in, 142; immigrant workers in, 141; injury rates, 142; job descriptions in, 143; job structure, 143–144, 144*f*; turnover, 141; wages, 142, 144*t*; women workers, 142; workforce development and, 153
Loscocco, Karyn A., 187
low-wage occupations, 3, 4, 6–7, 11–12; Asian workers, 39; characteristics of, 39–42, 40*t*; consequences of, 42–44; demographic of workers, 33–36; education and, 34, 37, 46; future of, 44–45; Hispanic workers, 37, 39; immigrant workers, 34–35, 39, 47, 155*n*.7; impact of, 24–27; by industrial sector, 40*t*, 41; job growth in, 22–23, 27–28, 44–45; in long-term-care sector, 142, 144*t*; measuring, 34, 36–37; Native American workers, 39; number of jobs, 20; Pacific Islander workers, 39; policies to remedy consequences of, 45–47; poverty and (*See* poverty); previous research, 34–36; proliferation of, 77–80; in rural counties, 39; single-female-headed households, 34; tax policy and, 46–47; training, 46; types of jobs, 39, 41–42, 47; unions and, 34; women and, 33–48; workers, characteristics of, 37–39, 38–39*t*
Luce, Stephanie, 4–5
Lucent Technologies, 5, 112–118, 130*n*.4; . *See also* employment transitions
- Maccoby, Michael, 104
machinery manufacturing, 58
macroeconomy, 12–14
Malcolm Baldrige National Quality Award, 115
Malden, 59
manufacturing sector, 28, 70*n*.6; decline of, 14–15, 35–36; decline of in Springfield, 76–77; education and training, 115; employment losses, 16*f*, 113*t*; reliance on, 12; transition to service sector, 11, 14–15; wages, 76
March, Edward, 130*n*.2
Markey, Edward, 66
Massachusetts Division of Employment and Training (DETMA), 19
Massachusetts Family Economic Self-Sufficiency Standard (FESS), 29*n*.9
Massachusetts High-Technology Council, 129
Massachusetts Institute for a New Commonwealth, 3
Massachusetts Maternity Leave Act (MMLA), 222*n*.1
Massachusetts Miracle, 12, 24, 27, 111, 28*n*.2
Massachusetts Small Necessities Act, 222*n*.1
Massachusetts Software & Internet Council (MSIC), 95
maternity leave: . *See* family and medical leave
Medford, 66
media-tracking methodology, 55–56; effectiveness by industry, 58; limitations, 56, 68
Medicaid, 209
Mellon Financial Services, 59, 64, 65–67, 70*n*.9
mental health, 6–7; anxiety and, 197*f*; benefits to employers, 202; complexity of work and, 186–187; control over one's work and, 186–187, 202; family and, 194–200; gender and, 186–187; job challenge and, 196, 199–200; liveable wage and, 202; role overload, 191, 194, 198*f*; supervisors and, 196, 199, 200; time urgency and, 186–187, 196, 199; work conditions and, 186–187
Merrimack Valley Workforce Investment Board (MVWIB), 113–114
Merrimack Valley Works (MVW), 5, 112–114; history of, 114–115; layoffs, 116–117; skill-formation model, 116; training programs for laid off workers, 117–119
metalworking, layoffs in, 77*t*
Meteyer, Karen, 6
Metropolitan Council for Educational Opportunity (METCO), 46
Mexico, outsourcing and, 61–63
Middlesex County, 14–15, 17–18, 39, 29*n*.4, 70*n*.9
military occupations, 41
minicomputer industry, 12–13, 111–113
minimum wage, 28, 45; . *See also* low-wage occupations
Mishel, Larry, 3
mobility: . *See* job mobility
motivation and meaning of work, 93–94, 101–105, 102*t*, 107
- Naismith Memorial Basketball Hall of Fame, 77
Nakosteen, Robert, 80
Nantucket County, 18
National Emergency Grant (NEG), 113–114, 117, 126
National Longitudinal Survey of Youth 1979, 211
Native American workers, 39, 43
nearshoring, 54; . *See also* outsourcing
network administrators, 19, 20, 23
new economy, 18, 76–77
new economy bubble, 11, 13, 19
new economy business model (NEBM), 104, 128–129
New York Times, 79
Nickle and Dimed (Erhenreich), 3
No-Collar (Ross), 3
noncitizens: . *See* immigrant workers
Norfolk County, 15, 18, 39, 29*n*.4
Nortel Networks, 116
North Adams, 78
North American Free Trade Act (NAFTA), 118
North American Industrial Classification System (NAICS), 29*n*.3
Northampton, 167
nurses, 22, 143; certification, 166; work hours and, 163, 168–171, 169*f*; . *See also* health care industry
nursing assistants, 143; certification, 166; training for, 156*n*.13; work hours and, 163, 168–171, 169*f*; . *See also* health care industry

Index

- nursing home organization, 143–144, 144f
- Obama, Barack, 2
- Occupational Employment Statistics Program, 29n.6
- occupational segregation, 168
- occupations, expanding, 22t, 23, 24t, 48n.10
- O'Connell, Martin, 210, 214
- offshoring, 6–7, 129; . *See also* outsourcing
- old economy business model (OEBM), 128–129
- One-Stop Career Centers (OSCC), 117
- on-the-job training, 22
- organizational commitment, measured by Work and Family Transitions Study, 189
- Organization for Economic Cooperation and Development (OECD), 206
- organization man, 104, 128
- Osterman, Paul, 139
- outsourcing, 4–5, 53–55; Asia and, 61, 63, 66; consequences of, 67–68; costs/benefits, 67–68; destination of jobs, 61–63, 62t; Europe and, 61; force behind, 67; in information technology sector, 93, 107; Latin America and, 61–63; political considerations, 68; regional impact, 64–67; reporting requirements, 69; service sector, 55; sources for information on, 55; specific instances kept out of the public record, 68–69; . *See also* offshoring; production shifts
- overtime, 2, 178, 130n.3, 179n.1; in health care industry, 169–171, 172–173; unions and, 165
- Overworked American, The* (Schor), 3, 164
- Pacific Islander workers, 39, 43
- Paid Family and Medical Leave Simulation Model, 216, 223n.11
- paid leave: . *See* family and medical leave
- Palermo, James, 66
- Parent, James, 78
- parental leave: . *See* family and medical leave
- part-time workers, 34
- patterns of work, 14–18
- pensions, 35
- people of color, 43–44, 142, 167, 155n.5; access to higher education, 46; low-wage occupations and, 34–35, 37, 39, 47
- Perry-Jenkins, Maureen, 6
- Philippines, outsourcing and, 66
- physicians: certification, 166; work hours and, 163, 168–171, 169f; . *See also* health care industry
- Pioneer Valley Life Sciences Institute, 86
- Pittsfield, 78
- Plymouth County, 18
- Pooler, Ken, 81
- poverty, 11, 26t, 27, 29n.8; Asian workers, 43–44; federal poverty line, 26t; Hispanic workers, 43–44, 155n.5; long-term-care industry and, 142; low-wage occupations and, 34, 42–44, 43t, 44t, 47; measuring, 36–37, 29n.9; Native American workers, 43; Pacific Islander workers, 39; single-female-headed households, 47n.1; women and, 43–44, 155n.5
- Pratt & Whitney, 73–74, 79, 84
- Preferred Real Estate Investments, Inc., 64
- pre-political protests, 164
- pressure from supervisors, 172–174
- primary labor market, 139
- printed circuit board assembly (PCBA), 116
- production shifts, 4–5; company characteristics, 57–59, 57t; by industrial sector, 58–59, 59t; map of, 65f; number of jobs lost, 65f; out of Massachusetts, 56–61; union jobs and, 59–61; . *See also* outsourcing
- production workers, skilled, 115–116
- Professional Firefighters of Massachusetts, 81
- professional social networks, 100
- Project TechForce, 93
- public education, investment in, 129
- public policy, and work, 2–3, 28
- public use micro areas (PUMAs), 48n.5
- Pugliesi, Karen, 187
- puzzle solving, as work motivation, 94, 104, 107
- Quimby, Steven, 5, 130n.2
- Quincy, 59
- race/ethnicity, 37, 39; . *See also* specific ethnicities
- Ragucci, David, 66–67
- Rayman, Paul, 5
- real earnings, 24, 26t
- real estate industry, 58
- real gross state product, 12f
- recession, 12–13; of 2001, 53
- regression model, 212–213
- Rell, Jodi, 78–79
- Republican*, 82
- research and development, 18
- research conference, 4
- research universities, 18
- research/writing, on work, 3
- retail sales, 4, 23
- retention, 149–151, 208–209, 215
- Ring, Dan, 81
- role overload, 191, 194, 198f
- Rolls Royce, 74
- Romney, Mitt, 81
- Ross, Andrew, 3
- "Route 128" high-tech district, 111, 112f
- Rubin, Lillian, 3
- rural counties, low-wage occupations in, 39
- safety/health standards, 2
- sample selection bias, 166
- Sanmina SCI, 64
- schedules, work: class and, 170f; gender and, 168–171,

Index

- 170*f*, 172–177; in health care industry, 168–171;
nonstandard, 169, 170*f*; processes that shape, 172–177
- Schor, Juliet, 3, 164, 189
- Schulman, Beth, 3
- Scott, James, 164
- seasonal workers, 35
- secondary labor market, 139, 151
- sectoral strategies, to increase demand for skilled labor,
140, 154*n*.3
- security, employment, 11–12, 35, 67–68; in information
technology sector, 93, 99–101, 106–107; skill levels as
source of, 99–100; technical degrees as source of, 99
- segregation, occupational, 168
- self-confidence, 187
- self-developers, as opposed to organization men, 104
- self-sufficiency budgets, 36
- self-sufficiency standard, 142, 155*n*.10
- seniority rights, 130*n*.3
- Service Employees International Union (SEIU), 166
- service sector, 3, 4, 6–7, 11–12, 140–141; consequences
of growth in, 18–24; employment gains, 17–18, 17*f*;
growth of, 14–15; outsourcing and, 55
- Shipler, David, 3
- sick leave, 35, 191
- single-female-headed households, 34, 47*n*.1
- skilled labor, strategies to increase demand, 140, 154*n*.3
- skill formation, 116
- skill-formation model, 130*n*.3
- skill levels, 19, 83, 129; career ladders and, 149; in
information technology sector, 99–100
- skills base, erosion of, 85–86
- skills shortage, 18, 21–22, 115–116
- Smith, Kristen, 210, 214
- social fabric, disruption of, 74
- social insurance, 28
- social interactions of co-workers, 73
- social policy, 36
- social service assistants, 20
- software engineering, 18, 19, 20
- Soletron, 117–118
- South Walpole, 63
- Spielberger, Charles D., 191
- Springfield, 5, 18; blue-collar job losses, 76–77;
deindustrialization, consequences of, 77–78;
deindustrialization and, 73–87; economic collapse,
reasons for, 75; economic development, 86–87;
economic history, 74–76, 84–85; Finance Control Board
and, 74–75, 80–83; job creation, 77–78; lack of debate
about restoring job base, 82–83; layoffs in
metalworking, 77*t*; low-wage jobs, proliferation of, 77–
80; manufacturing sector decline, 76–77; median
household income, 78; moving forward, 83–87; reaction
of officials, 75; re-employment in low-wage jobs,
examples of, 79; river front development project, 77;
skills base, erosion of, 85–86; tax base, loss of, 80;
unemployment, 77
- Springfield, Vermont, 73
- Springfield Armory, 76, 84–85
- Springfield Education Association, 81, 82
- Spritze, Glenna, 187
- staffing agencies, 125
- Standard Industrial Classification (SIC) system, 29*n*.3
- State of Working America, The* (Mishel), 3
- State-Trait Anxiety scale, 191
- Stein, Charles, 76–77
- Stone, Mike, 74
- Stone, Orra, 74
- stress: . *See* mental health
- Strong, John, 83
- Suburban Sweatshops* (Gordon), 3
- Suffolk County, 15, 18
- Sum, Andrew, 3
- supervisors: flexibility as measured by Work and Family
Transitions Study, 189; mental health and, 196, 199,
200; pressure from, 172–174; support as measured by
Work and Family Transitions Study, 189
- survey of IT workers, 94–95, 94*t*
- taxation structure, 28
- tax increment financing (TIF) incentive, 66, 70*n*.9
- tax policy, 46–47
- technical degrees, 99
- telecommunications equipment, 18
- telecommuting, 96–97, 97*t*, 191
- Temporary Assistance for Needy Families, 209
- temporary disability insurance (TDI), 206–207, 217–218,
219–220, 219*t*, 221*t*
- Texas Instruments, 64–65
- The Alliance, 117, 118
- Thermo Electron Corp., 63
- time/money trade-off, 164, 177–178
- time urgency: measured by Work and Family Transitions
Study, 189; mental health and, 186–187, 196, 199; roles
of family and work in, 196
- Trade Adjustment Act (TAA), 55, 59–61, 68, 69*n*.1
- trade certification, 117–118
- traditionally male industries, women in, 41
- training: access to, 139; customer-choice provisions, 126–
127; employer-provided, 35; on-the-job, 22; types of,
118–119; vouchers, 117; . *See also* workforce
development
- training policy, 2–3, 46, 115
- training programs: critics of, 139–140; publicly funded,
117–119; . *See also* career ladders
- turnover, 6, 215; of administrators, 152; career ladders
and, 141, 149–151; family and medical leave and, 209;
in long-term-care sector, 141, 143
- Uchitelle, Louis, 79
- unemployment, 13–14, 13*f*, 53, 77
- unemployment insurance, 118

Index

- unions: benefits of, 45; career ladders and, 138, 156n.15, 156n.17, 156n.18; decline in number of workers in, 35–36; in information technology sector, 107–108; loss of jobs, 59–61; low-wage occupations and, 34; overtime and, 165; production shifts and, 59–61; work hours and, 165–166, 174–175, 179
- United Technologies Corporation (UTC), 74
- universities, role in economic development, 86–87
- University of Massachusetts-Amherst, 86
- U.S. China Economic Security Commission, 53, 54
- U.S. Trade Deficit Review Commission, 54
- Vishay BLH (Vishay Intertechnology), 63
- vouchers, for training, 117
- wage progression, 137
- wage replacement costs, 216, 219*t*, 221*t*
- wages: career ladders and, 148; effect of parental leave on, 212–214; in long-term-care sector, 144*t*
- wages, and education, 25
- waiters/waitresses, 20
- Waldfogel, Jane, 210
- Ward, William, 80
- welfare, 140
- welfare, low wages and, 43–44
- well-paid jobs, loss of, 5
- Western Electric Manufacturing Company, 114
- Westinghouse, 76
- White Collar Sweatshop* (Fraser), 3
- white-collar work, 3, 55
- Why Work?* (Maccoby), 104
- Wilmington, 64
- Wilson, Randall, 5
- Women in Technology International (WITI), 95
- women labor force participation, 27
- women workers, 4; Asian workers, 43–44; characteristics of, 38–39*t*; child care and, 45–46; employment characteristics of, 40*t*; employment rates, increase in, 186; Hispanic workers, 43–44, 155n.5; in information technology sector, 102–103; in long-term-care sector, 142; low-wage occupations and, 33–48, 47; Native American workers, 43; occupations of, 39, 41–42, 42*t*; Pacific Islander workers, 39; poverty and, 42–44, 43*t*, 44*t*, 155n.5; previous research on, 34–36; in traditionally male industries, 41; work hours and (*See* hours, work); work schedules and, 168–171, 170*f*, 172–177
- Worcester, 18
- Worcester County, 15, 18, 29n.4
- Work and Family Transitions Project, 187–202; benefits, employer-provided, 189–190; characteristics of participants, 188–189; conclusions, 200–202; factors measured, 189–191, 190*r*; job challenge, 189; mental health and, 194–200; parental leave benefits, 191–194; . *See also* anxiety; depression; family issues; hours, work; role overload
- work conditions, 3, 6, 186–187
- work culture, 149–151
- Worker Adjustment and Retraining Notification (WARN), 56, 59
- work first welfare regulations, 140
- workforce development, 23, 28, 126–127, 129
- Workforce Investment Act (WIA), 117, 126
- Workforce Investment Boards, 61, 117–118
- work hours: . *See* hours, work
- working-class: . *See* blue-collar work
- working conditions, 6
- working poor, 3, 142; . *See also* poverty
- Work Projects Administration, 75
- Yates, Michael, 80
- Zandi, Mark, 79