—Job market outlook

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1972-80 period (2.8 per cent), largely because of the anticipated slowdown in the rate of growth of trade from 1980 to 1985. Firms engaged in trade are major employers of managers, who make up about two-fifths of all workers in this group.

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Changes in business size and organization tend to cause those in the two primary segments comprising the managerial occupational group—salaried and self-employed workers—to react in divergent ways.

Requirements for salaried managers are expected to continue to grow rapidly, as industry and government increasingly depend on trained management specialists. Technological development will contribute further to employment growth in these occupations.

For example, an increasing number of technically trained managers will be needed to administer research and development programs and to make decisions about installation and use of automated machinery and automatic data processing systems.

The number of self-employed managers (proprietors) will decline, as the trend toward larger firms continues. The expansion of quick service grocery stores, self-service laundries and dry cleaning shops, and hamburger and frozen custard drive-ins, however, is expected to slow the rate of decline.

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Clerical Workers. Employment in clerical jobs is expected to rise to 19.7 million in 1985, up from 14.2 million in 1972. Among the major occupational groups, only professional workers are expected to have a faster growth rate.

Nevertheless, this anticipated clerical rate growth is slower than that experienced from 1960-72. Growth is expected to be slower in the second part of the 1980-85 period (1.9 per cent) than from 1972 to 1980 (2.9 per cent), largely because of a projected slowdown in the rates of growth of trade and manufacturing industries, which, combined, employed about one-third of all clerical workers in 1972.

However, the projected decline in the growth rate between the 1972-80 and the 1980-85 periods is expected to be less for clerical workers than for most other major occupational groups.

Clerical jobs, the largest major occupational group in 1972, is expected to be greatly affected by changing technology. New computers, office equipment and communication devices are expected to restrict job opportunities in some clerical occupations and increase employment in others.

For example, the use of electronic computers and bookkeeping machines to process routine and repetitive work is expected to reduce the use of clerks in jobs such as filing, payroll, inventory control, and customer billing.

On the other hand, the number of clerical workers needed to prepare information for computers is expected to increase greatly.

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Not all clerical workers, however, are likely to be affected significantly by technology. Workers likely to be unaffected include secretaries, stenographers and typists.

Receptionists and others who perform personal services and meet the public should not be greatly affected either. The increased use of secretaries, stenographers and typists and receptionists in industries that employ large numbers of these workers is expected to account for 2.3 million new jobs between 1972 and 1985 or about half of the total growth in the clerical group.

The proportion of clerical workers in the labor force is expected to grow steadily—from 17.4 per cent in 1972 to 18.7 per cent in 1980 and to 19.4 per cent in 1985.

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Salesworkers. The anticipated expansion of trade is expected to increase the need for salesworkers. However, changing techniques in merchandising will limit the increase.

The projected employment rise in this group is from 5.4 million in 1972 to 6.5 million in 1985, slower than the rate of increase expected in total employment.

As a result, the share of total employment attributed to salesworkers is expected to decrease slightly—from 6.6 per cent in 1972 to 6.4 per cent in 1985.

The projected rate of growth in the sales group is slower than it was during the 1960-72 period, because of the expected slowdown in the growth of jobs in trade, which employs over two-thirds of all salesworkers.

The increase in the number of salesworkers is expected to be slower between 1980 and 1985 than between 1972 and 1980, following, again, the trends in employment in trade. As stores remain open longer and expand into suburban areas, an increase in demand is expected for retail salesworkers, who make up about half of all workers in this major group.

However, changes in sales practices, such as greater use of self-service, check-out counters and vending machines, are expected to slow the increase.

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Craft and Kindred Workers. Employment in these highly skilled occupations is expected to rise from 10.8 million workers in 1972 to 13 million in 1985. This is a slower rate of growth than during the 1960-72 period.

Since the growth rate in the craft group is expected to be slower than the growth of total employment in the nation, the proportion of craft workers in the work force will decline from 13.2 per cent to 12.8 per cent between 1972 and 1985.

A large part of this decline can be attributed to statistical circumstances. The number of construction craftworkers and mechanics grew rapidly between 1971 and 1972, causing a very high level of employment in the base year 1972.

As a result, the proportion of craft workers jumped from 12.9 per cent of total employment in 1960 to 13.2 per cent in 1972, reflecting a rate of growth somewhat higher than the overall trend for the 12-year period would have otherwise indicated. This growth rate is not expected to be maintained during the 1972-85 period.

The rising demand for craft workers is related to the growth of the two major industry groups that employ large numbers of craftworkers—manufacturing and construction.

About half of all employees in the construction industry are craftworkers. Growth in requirements for construction craftworkers is expected to account for about one-third of the total growth in the craft occupational group. About one of every five workers in manufacturing is a craftworker. Because of its much larger size, however, manufacturing employs about the same number of these workers as the construction industry does.

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Operatives. This group accounts for more workers than any other blue-collar group. Employment of operatives is closely tied to industrial production

NEW JOBS — Marine Hodges and Gertrude Summers, employees of the U.S. Department of Agriculture's Forest Service, survey an area of the Sumter National Forest in South Carolina. They are among women employed in traditionally male jobs on Forest Service work crews. (U.S. Forest Service Photo)

because of the concentration of these workers in industrial plants. Three of every 5 semiskilled workers in 1972 were employed as operatives in manufacturing industries.

Large numbers were assemblers or inspectors, and many worked as operators of equipment to move material, such as powered forklift trucks. Among the operatives employed outside of factories, drivers of trucks, buses, and taxicabs made up the largest group.

Increasingly sophisticated technological advances are expected to slow employment growth greatly in operative occupations. Employment in this field is expected to rise from 13.5 million in 1972 to 15.3 million in 1985, a much slower rate of increase than that expected for total employment.

Consequently, the proportion of operatives in the labor force is expected to slide from 16.6 per cent in 1972 to 15.6 per cent in 1980 and 15.1 per cent in 1985.

Between 1980 and 1985, employment of operatives is likely to grow very slowly—about 5 per cent a year. This is about one-third the rate of growth expected over the 1972-80 period and reflects the slowdown foreseen in the growth rate in manufacturing during the 1980's.

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Nonfarm Laborers. Employment requirements for laborers are expected to increase by less than one-half per cent a year between 1972 and 1985, despite the employment rise anticipated in manufacturing and construction, the two industries which, combined, employ two-fifths of all laborers.

This situation reflects a change from the 1960-72 period when employment of laborers increased at nearly 1 per cent a year. The number of laborers as a proportion of all workers in the labor force is expected to decline from 5.2 to 4.4 per cent between 1972 and 1985.

Increases in demand for laborers are expected to be offset roughly by rising output per worker resulting from the continuing substitution of machinery for manual labor.

For example, power-driven equipment such as forklift trucks, derricks, cranes, hoists and conveyor belts will increasingly handle materials in factories, at freight terminals and in warehouses.

Other power-driven machines will do excavating, ditch digging, and similar work. In addition, more efficient systems for processing and handling materials and equipment will be installed in many plants.

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Service Workers. A growing population, expanding business activity, increasing leisure time and rising levels of disposable personal income are the major factors underlying increased needs for service workers.

This occupational group encompasses a wide variety of jobs and a wide range of skill requrements. Included in the group are such diverse jobs as FBI agent, police officer, beauty operator and janitor.

Employment of service workers is expected to rise from 11 million in 1972 to 13.4 million in 1985, a somewhat slower rate of growth than that projected for total employment.

Employment of private household workers, however, who make up a large part of this major group, is projected to decline from 1.4 million to 1.1 million. If it were not for this large decline, the service workers group would show a faster rate of growth than total employment.

The projected 1972-85 rate of growth of service workers is slower than that actually experienced over the 1960-72 period. However, growth between 1960 and 1972 was greatly affected by the very rapid rise in service jobs during the 1969-72 period.

Between 1980 and 1985, the growth rate is expected to be slower than in the 1972-80 period because of the projected slowdown of the rate of growth in the service industries, which employ about two-thirds of these workers.

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Farmworkers. The number of these workers, who make up nearly 90 per cent of all workers in agriculture, is expected to decline by nearly one-half, from 3.1 million in 1972 to 1.6 million in 1985.

This represents a somewhat faster rate of decline than that of the 1960-72 period. Their share of total employment also is expected to fall—from 3.8 per cent in 1972 to 1.6 per cent in 1985. The annual rate of decline is expected to be slower between 1980 and 1985 (-4.4 per cent) than from 1972 to 1980 (-5.4 per cent).

For example, improved mechanical harvesters for vegetables and fruits will decrease the need for seasonal or other hired labor.

—What your employer

(Continued from Page 10)

when it exists, varies.

Employees are generally expected to abide by their organization's policies regarding vacation time. They may, for example, need to schedule time off well in advance to assure that their absence will not interfere with important work activities.

"Goofing Off" Is Out. Besides having responsibility for being on the job during work hours, workers are expected to work during those times.

Many employers refuse to put up with employees who waste time and tie up business telephones with lengthy or frequent personal calls, spend much time "visiting" with co-workers, read newspapers or magazines when they should be working, disappear from their desks or work stations during the day, or find other ways to "goof off."

Many employers also expect workers to demonstrate a number of personal traits and attitudes on the job. For example, they expect workers to be:

—Honest. Employers generally will not tolerate employees who steal from them. Under the law, an act like taking home a few of the employer's office supplies is no less an act of stealing than is shoplifting. Stealing is a serious problem in some parts of the work world, and employers are increasingly taking a hard line against offenders by prosecuting them, firing them, or doing both.

In a related issue of honesty, employers also may expect that workers will not use company equipment, supplies, or information for personal gain or in ways which could harm the employer.

Acts such as helping competitors and otherwise misusing information which workers acquire because of their positions may be grounds for discharge or other penalties.

—Courteous and cooperative in dealings with co-workers, clients and other work contacts. Employers may look with disfavor on workers who gossip about co-workers, indulge in petty workplace feuds, treat co-workers or customers rudely, or let their feelings toward individuals interfere with their ability to be fair and impartial in work relationships. Such actions can interfere with a worker's effectiveness and hurt the employer's business or public image.

—Willing and able to accept constructive criticism. Inasmuch as no worker performs perfectly every time, employers often need to criticize employee efforts in hopes of improving work performance. In such cases, they are likely to expect workers to accept and profit from their comments.

Workers may also be held responsible for maintaining the kind of personal appearance their employers consider acceptable. Some organizations, particularly those which try to present specific kinds of public images, set dress codes or guidelines for their workers.

Even where no official dress policies exist, however, employers may expect workers to abide by the standards of good taste or acceptability prevailing in the organization.

The Boss' Obligations. Workers generally need to meet most—if not all—of their employer's expectations in order to keep their jobs or to move up. On the other side of the coin, workers can expect employers to fulfill various obligations to them.

For example, workers generally may hold their employers responsible for letting them know exactly what is expected of them on the job and for giving them the instructions, training and guidance needed to meet these expectations. New workers often receive much of this information from their immediate supervisors.

The immediate supervisor frequently is responsible for greeting new employees on their first day of work, introducing them to co-workers, showing them to their desks or work stations and offering information they need to learn their way around the workplace.

In time, the supervisor is apt to explain exactly what the new worker is expected to do and to outline the work rules and procedures he or she must follow. The supervisor also may outline the penalties which can be placed on workers who fail to meet their obligations and may help the new employee get all the instructions, materials and tools he or she needs to do the job.

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Large organizations often conduct orientation sessions which supplement the information new employees get from their supervisors. Such programs often are presented by people from the employer's personnel office, the unit often in charge of hiring, training, payroll functions, paperwork related to promotions and job transfers and related matters. Such orientation may be reinforced by written materials like an employee's handbook or manual.

Orientation sessions are apt to give new workers background information about the employing agency, explain the kinds of work done by different units within the organization and show how these units are related. They also may explain in greater detail the organization's work rules and promotion policies; the role of the union within the organization; and policies relating to pay, vacations, hospitalization plans, and other worker benefits.

Orientation programs also may explain how employees' work is evaluated, describe assistance available to workers who are dissatisfied with their jobs and offer other information designed to help new workers understand how the organization operates.

On a day-to-day basis, the immediate supervisor generally makes work assignments, assesses employees' performance, and offers constructive criticism as needed. An employee who thinks that a supervisor is not meeting his or her responsibilities may want to discuss the matter with the supervisor.

The supervisor may be giving instructions which are vague or incomplete, for example, or expecting the employee to conform to work rules which have never been explained to the newcomer. If the problems cannot be ironed out, the employee may be able to get assistance from an appropriate person in the personnel office or, in unionized organizations, from a union representative.

All About Pay. One of the employer's major responsibilities is to pay employees for their work. Forms of pay vary widely. Some workers receive annual salaries, while others are paid a fixed amount per hour, day or week.

Some are paid on a piecework basis—reimbursed according to the amount they produce. Salespeople are sometimes paid commissions—a certain proportion, say 6 per cent, of the value of their sales. Commissions may comprise a worker's total pay or may supplement a fixed salary.

Some workers—taxi drivers, waiters and waitresses, and cosmetologists, for example—count on customers' tips to boost regular wages or salaries.

Pay schedules vary, too. Payday may occur once a week, once every two weeks, on specified days (say the 1st and 15th of every month), or according to some other similar schedule.

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Regardless of how or how often workers are paid, however, they can expect their employers to withhold certain amounts from their earnings. The starting pay quoted to new workers is their "base" or "gross" pay, their earnings before deductions.

Under the law, employers must withhold money from workers' base pay for federal income taxes. Other withholdings are generally required for state income taxes, and sometimes for local income taxes.

The amount withheld depends on the amount a worker earns, his or her marital status, the number of persons (called dependents) he or she supports, and tax law specifications. A single person with no other dependents whose gross pay is $150 a week can expect the employer to withhold about $24 a week in federal income taxes. Amounts withheld for state and local taxes vary widely. To enable employers to determine the amount they must withhold for taxes, new workers fill out tax withholding forms indicating their marital status, address, and the number of their dependents.

The amount withheld each year should come close to the worker's annual tax bill.

Payroll deductions also are made for retirement and disability programs which provide retirement income or benefits to workers who are unable to work because of sickness or injury. For instance, every pay period, 7 per cent of the gross earnings of federal workers is deducted for the federal employees' retirement program.

For the Social Security program, 5.85 per cent of the first $13,200 of each year's earnings is withheld from the paychecks of most other workers. By law, most workers must participate in these plans.

Many workers also may elect to have their employers make deductions for health and hospitalization plans, life insurance, company pension plans, savings bonds or some other type, of savings program, union dues, or shares of stock in the employing company.

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The amount a worker receives after all deductions are made—called "take home" pay—often amounts to less than two-thirds of his or her gross pay. New workers who are unprepared for this fact may be disappointed that their first paycheck totals less than the amount they expected when hearing their starting pay.

Most workers actually earn more than their paychecks indicate, however, because of fringe benefits.

Retirement income, disability pay, unemployment insurance, hospitalization coverage, paid vacations, paid holidays, sick leave and other similar benefits paid for partly or wholly by employers are called fringe benefits.

Since such benefits may boost a worker's income by a significant amount, it is to a new worker's advantage to learn as much as possible about such plans and to participate in elective programs such as insurance plans which offer worthwhile benefits.

A worker's immediate supervisor or a personnel office representative usually can provide detailed information about such plans.

The Boss and the Law. Besides being obligated to obey laws concerning employee tax withholdings and retirement plans, employers must also adhere to a variety of other laws designed to protect the rights of workers.

Among such federal laws are:

—The Fair Labor Standards Act, which sets hourly minimum wages for certain workers, requires that some workers be paid premium rates for overtime pay for work beyond 40 hours per week, and prohibits oppressive and unsafe child labor.

—The National Labor Relations Act, which guarantees workers the right to organize and bargain collectively through representatives of their own choosing.

—The Civil Rights Act of 1964, which requires covered employers to treat all persons equally, regardless of race, color, religion, sex, or national origin, in all phases of employment, including hiring, promotion, compensation, firing, apprenticeship, job assignments and training.

—The Equal Pay Act of 1963, which prohibits employers from paying workers of one sex less than they pay workers of the other sex for doing substantially equal work.

—The Occupational Safety and Health Act, which requires employers to provide workplaces free from recognized safety and health hazards and to comply with occupational safety and health standards set under the Act.

Employers must also obey a variety of other federal, state and local laws and executive orders concerning the rights and well-being of workers.

For More Information. Young people who want to know more about the world of work and the role they will be expected to play in it may consult their guidance counselors.

School and public libraries are another source of further information; many libraries carry a variety of books designed to help young people prepare and plan ahead for work.

Gloria Stevenson is a staff writer for Occupational Outlook Quarterly, a Labor Department publication.

CON EDISON recently graduated a class of 30 persons from its continuing specialized training program. Among six students who received awards were Bernard Roberts (L) of Brooklyn, honored for academic achievements, and John Hunter of the Bronx, best in gas operation skills. The course is an extension of Con Edison's program which, since 1969, has trained and provided employment for more than 1,600 men and women. The recently completed course was the firm's first under the Comprehensive Employment Training Act.