

SELECTED REFERENCES ON JOB RELATIONS

1. Bingham, Walter Van Dyke and Moore, Bruce Victor. **How to Interview.** N. Y., Harper & Bros., 1941. 3d revised ed. 263 pages.
Principles and applications of the interview technique.
2. Carnegie, Dale. **How to Win Friends and Influence People.** N. Y., Simon & Schuster, Inc., 1936. 340 pages.
The principles of human relations are applied in a popular style.
3. Chase, Stuart. **What Makes the Worker Like to Work?** *Reader's Digest.* February 1941. 6 pages.
A brief account of the Hawthorne study in human relations which concluded that "the worker is driven by a desperate inner urge to find an environment where he can take root, where he belongs and has a function, where he sees the purpose of his work and feels important in achieving it."
4. Craig, David R. and Charters, W. W. **Personal Leadership in Industry.** N. Y., McGraw-Hill, 1925. 245 pages.
Problems confronted in supervision and methods found helpful in solving them.
5. Gardiner, Glenn L. **Practical Office Supervision.** N. Y., McGraw-Hill, 1929. 295 pages.
Those fundamentals of supervision and management that office supervisors should practice in winning the loyalty, good will, cooperation, interest, and best efforts of subordinates. Gives actual situations, anecdotes, cases, and illustrative experiences.
6. Gardiner, Glenn L. **Qualities of a Good Boss.** N. Y., Elliott Service Co., 1943. 24 pages.
A series of self-rating charts for supervisors.
7. Heyel, Carl. **How to Create Job Enthusiasm.** N. Y., McGraw-Hill, 1942. 248 pages.
How to make the most of the human relations factors that increase job enthusiasm.
8. Laird, Donald A. and Eleanor C. **The Technique of Handling People.** N. Y., McGraw-Hill. 139 pages. Whittlesey House. 3d printing.
"Eleven secrets of handling people" are presented in a constructive popular style.
9. National Foreman's Institute, Inc. **"Understanding People."** *Foreman's Management Conference No. 3.* N. Y., National Foreman's Institute, 1941. 130 pages.
"The foreman who understands people knows how to get results by stimulating and directing their desires, their instincts, their feelings, their habits, their loyalty and all else that gets them to be at their best."
10. Roethlisberger, F. J. **Management and Morale.** Cambridge, Harvard University Press, 1941. 194 pages.
Emphasis on the importance of recognizing attitudes and sentiments of workers if the social organization of industry is to survive; the importance of the interview with illustrations from the experiment conducted at the Hawthorne plant, Western Electric Co.
11. Roethlisberger, F. J. and Dickson, Wm. J. **Management and the Worker.** Cambridge, Harvard University Press, 1939. 615 pages.
A complete description of the Hawthorne experiments and the development of personnel counseling.
12. Schell, Erwin Haskell. **Technique of Executive Control.** N. Y., McGraw-Hill, 1937. 228 pages. 4th edition.
Discussion of executive methods and tools, with questions stimulating personal application.