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## "Banana Time" Job Satisfaction and Informal Interaction

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This paper undertakes description and exploratory analysis of the social interaction which took place within a small work group of factory machine operatives during a two-month period of participant observation. The factual and ideational materials which it presents lie at an intersection of two lines of research interest and should, in their dual bearing, contribute to both. Since the operatives were engaged in work which involved the repetition of very simple operations over an extra-long workday, six days a week, they were faced with the problem of dealing with a formidable "beast of monotony." Revelation of how the group utilized its resources to combat that "beast" should merit the attention of those who are seeking solution to the practical problem of job satisfaction, or employee morale. It should also provide insights for those who are trying to penetrate the mysteries of the small group.

Convergence of these two lines of interest is, of course, no new thing. Among the host of writers and researchers who have suggested connections between "group" and "joy in work" are Walker and Guest, observers of social interaction on the automobile assembly line.<sup>1</sup> They quote assembly-line workers as saying, "We have a lot of fun and talk all the time,"<sup>2</sup> and, "If it weren't for the talking and fooling, you'd go nuts."<sup>3</sup>

My account of how one group of machine operators kept from "going nuts" in a situation of monotonous work activity attempts to lay bare the tissues of interaction which made up the content of their adjustment. The talking, fun, and fooling which provided solution to the elemental problem of "psychological survival" will be described according to their embodiment in intra-group relations. In addition, an unusual opportunity

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1. Charles R. Walker and Robert H. Guest, *The Man on the Assembly Line*, Harvard University Press, Cambridge, 1952.

2. *Ibid.*, p. 77.

3. *Ibid.*, p. 68.

Moreover, face-to-face contact with members of the managerial hierarchy were few and far between. No one bearing the title of foreman ever came around. The only company official who showed himself more than once during the two-month observation period was the plant superintendent. Even though his observable communications with the group to confined his observable communications with the group to occasional utilization of a public address system. During the two-month period, the company president and the chief chemist paid one friendly call apiece. One man, who may or may not have been of managerial status, was seen on various occasions lurking about in a manner which excited suspicion. Although no observable consequences accrued from the peculiar visitations of this silent fellow, it was assumed that he was some sort of efficiency expert, and he was referred to as "The Snooper."

My fellow operatives and I spent our long days of simple, repetitive work in relative isolation from other employees of the factory. Our line of machines was sealed off from other work areas of the plant by the four walls of the clicking room. The one door of this room was usually closed. Even when it was kept open, during periods of hot weather, the consequences were not social; it opened on an uninhabited storage room of the shipping department. Not even the sounds of work activity going on elsewhere in the factory carried to this isolated work place. There were occasional contacts with "outside" employees, usually on matters connected with the work; but, with the exception of the daily calls of one fellow who came to pick up finished materials for the next step in processing, such visits were sporadic and infrequent.

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sizes and shapes. The particular die in use would be moved, by hand, from spot to spot over the materials each time a cut was made; less frequently, materials would be shifted on the block as the operator saw need for such adjustment.

Introduction to the new job, with its relatively simple machine skills and work routines, was accomplished with what proved to be, in my experience, an all-time minimum of job training. The clicking machine assigned to me was situated at one end of the row. Here the superintendent and one of the operators gave a few brief demonstrations, accompanied by bits of advice which included a warning to keep hands clear of the descending hammer. After a short practice period, at the end of which the superintendent expressed satisfaction with progress and potentialities, I was left to develop my learning curve with no other supervision than that afforded by members of the work group. Further advice and assistance did come, from time to time, from my fellow operatives, sometimes upon request, sometimes unsolicited.

### The Work Group

Absorbed at first in three related goals of improving my clicking skill, increasing my rate of output, and keeping my left hand unclipped, I paid little attention to my fellow operatives save to observe that they were friendly, middle-aged, foreign-born, full of advice, and very talkative. Their names, according to the way they addressed each other, were George, Ike, and Sammy. George, a stocky fellow in his late fifties, operated the machine at the opposite end of the line; he, I later discovered, had emigrated in early youth from a country in Southeastern Europe. Ike, stationed at George's left, was tall, slender, in his early fifties, and Jewish; he had come from Eastern Europe in his youth. Sammy, number three man in the line, and my neighbor, was heavy set, in his late fifties, and Jewish; he had escaped from a country in Eastern Europe just before Hitler's legions had moved in. All three men had been downwardly mobile as to occupation in recent years. George and Sammy had been proprietors of small businesses; the former had been "wiped out" when his uninsured establishment burned down; the latter had been entrepreneur-ing on a small scale before he left all behind him to flee the Germans. According to his account, Ike had left a highly skilled trade which he had practiced for years in Chicago.

I discovered also that the clicker line represented a ranking system in descending order from George to myself. George not only had top seniority for the group, but functioned as a sort of leadman. His superior status was marked in the fact that he received five cents more per hour than the other clickermen, put in the longest workday, made daily contact, outside the workroom, with the superintendent on work matters which concerned the entire line, and communicated to the rest of us the directives which he received. The narrow margin of superordination was seen in the fact that directives were always relayed in the superintendent's name; they were on the order of, "You'd better let that go now, and get on the green. Joe says they're running low on the fifth floor," or,

Our work group was thus not only abandoned to its own resources for creating job satisfaction, but left without that basic reservoir of ill-will toward management which can sometimes be counted on to stimulate the development of interesting activities to occupy hand and brain. Lacking was the challenge of intergroup conflict, that perennial source of creative experience to fill the otherwise empty hours of meaningless work routine.

As far as our work group was concerned, this was truly a situation of *laissez-faire* management. There was no interference from staff experts, no hounding by time-study engineers or personnel men hot on the scent of efficiency or good human relations. Nor were there any signs of industrial democracy in the form of safety, recreational, or production committees. There was an international union, and there was a highly publicized union-management cooperation program; but actual interactional processes of cooperation were carried on somewhere beyond my range of observation and without participation of members of my work group. Furthermore, these union-management get-togethers had no determinable connection with the problem of "toughing out" a twelve-hour day at monotonous work.

The clicking machines were housed in a room approximately thirty by twenty-four feet. They were four in number, set in a row, and so arranged along one wall that the busy operator could, merely by raising his head from his work, freshen his reveries with a glance through one of three large barred windows. To the rear of one of the end machines sat a long cutting table; here the operators cut up rolls of plastic materials into small sheets manageable for further processing at the clickers. Behind the machine at the opposite end of the line sat another table which was intermittently the work station of a female employee who performed sundry scissors operations of a more intricate nature on raincoat parts. Boxed in on all sides by shelves and stocks of materials, this latter focus of work appeared a cell within a cell.

The clickers were of the genus punching machines; of mechanical construction similar to that of the better-known punch presses, their leading features were hammer and block. The hammer, or punching head, was approximately eight inches by twelve inches at its flat striking surface. The descent upon the block was initially forced by the operator, who exerted pressure on a handle attached to the side of the hammer head. A few inches of travel downward established electrical connection for a sharp, power-driven blow. The hammer also traveled, by manual guidance, in a horizontal plane to and from, and in an arc around, the central column of the machine. Thus the operator, up to the point of establishing electrical connections for the sudden and irrevocable downward thrust, had flexibility in maneuvering his instrument over the larger surface of the block. The latter, approximately twenty-four inches wide, eighteen inches deep, and ten inches thick, was made, like a butcher's block, of inlaid hardwood; it was set in the machine at a convenient waist height. On the operator placed his materials, one sheet at a time if leather, stacks of sheets if plastic, to be cut with steel dies of assorted

4. Donald F. Roy, "Work Satisfaction and Social Reward in Quota Achievement: An Analysis of Piecework Incentive," *American Sociological Review*, XVIII (October, 1953), 507-514.

5. All names used are fictitious.

"Joe says he wants two boxes of the 3-die today." The narrow margin was also seen in the fact that the superintendent would communicate directly with his operatives over the public address system; and, on occasion, Ike or Sammy would leave the workroom to confer with him for decisions or advice in regard to work orders.

Ike was next to George in seniority, then Sammy. I was, of course, low man on the totem pole. Other indices to status differentiation lay in informal interaction, to be described later.

With one exception, job status tended to be matched by length of workday. George worked a thirteen-hour day, from 7 a.m. to 8:30 p.m. Ike worked eleven hours, from 7 a.m. to 6:30 p.m.; occasionally he worked until 7 or 7:30 for an eleven and a half- or a twelve-hour day. Sammy put in a nine-hour day, from 8 a.m. to 5:30 p.m. My twelve hours spanned from 8 a.m. to 8:30 p.m. We had a half hour for lunch, from 12 to 12:30.

The female who worked at the secluded table behind George's machine put in a regular plant-wide eight-hour shift from 8 to 4:30. Two women held this job during the period of my employment; Able was succeeded by Baby. Both were Negroes, and in their late twenties.

A fifth clicker operator, an Arabian *emigre* called Boo, worked a night shift by himself. He usually arrived about 7 p.m. to take over Ike's machine.

## The Work

It was evident to me, before my first workday drew to a weary close, that my clicking career was going to be a grim process of fighting the clock, the particular timepiece in this situation being an old-fashioned alarm clock which ticked away on a shelf near George's machine. I had struggled through many dreary rounds with the minutes and hours during the various phases of my industrial experience, but never had I been confronted with such a dismal combination of working conditions as the extra-long workday, the infinitesimal cerebral excitation, and the extreme limitation of physical movement. The contrast with a recent stint in the California oil fields was striking. This was no eight-hour day of racing hither and yon over desert and foothills with a tolling crew of "roustabouts" on a variety of repair missions at oil wells, pipe lines, and storage tanks. Here there were no afternoon dallies to search the sands for horned roads, tarantulas, and rattlesnakes, or to climb old wooden derricks for raven's nests, with an eye out, of course, for the tell-tale streak of dust in the distance which gave ample warning of the approach of the boss. This was standing all day in one spot beside three old codgers in a dingy room looking out through barred windows at the bare walls of a brick warehouse, leg movements largely restricted to the shifting of body weight from one foot to the other, hand and arm movements confined, for the most part, to a simple repetitive sequence of place the die, — punch the clicker, — place the die, — punch the clicker, and intellectual activity reduced to computing the hours to quitting time. It is true that from time to time a fresh stack of sheets would have to be substituted

## The Game of Work

In discussing the factory operative's struggle to "cling to the remnants of joy in work," Henri de Man makes the general observations that "it is psychologically impossible to deprive any kind of work of all its positive emotional elements," that the worker will find some meaning in any activity assigned to him, a "certain scope for initiative which can satisfy after a fashion the instinct for play and the creative impulse," that "even in the Taylor system there is found luxury of self-determination."<sup>6</sup> De Man cites the case of one worker who wrapped 13,000 incandescent bulbs a day; she found her outlet for creative impulse, her self-determination, her meaning in work by varying her wrapping movements a little from time to time.<sup>7</sup>

So did I search for some meaning in my continuous mincing of plastic sheets into small ovals, fingers, and trapezoids. The richness of possibility for creative expression previously discovered in my experience with the "Taylor system"<sup>8</sup> did not reveal itself here. There was no piecework, so no piecework game. There was no conflict with management, so no war game. But, like the light bulb wrapper, I did find a "certain scope for initiative," and out of this slight freedom to vary activity, I developed a game of work.

The game developed was quite simple, so elementary, in fact, that its playing was reminiscent of rainy-day preoccupations in childhood, when attention could be centered by the hour on colored bits of things of assorted sizes and shapes. But this adult activity was not mere pottering and piddling; what it lacked in the earlier imaginative content, it made up for in clean-cut structure. Fundamentally involved were: a) variation in color of the materials cut, b) variation in shapes

Before the end of the first day, monotony was joined by his twin brother, Fatigue. I got tired. My legs ached, and my feet hurt. Early in the afternoon I discovered a tall stool and moved it up to my machine to "take the load off my feet." But the superintendent dropped in to see how I was "doing" and promptly informed me that "we don't sit down on this job." My reverie toyed with the idea of quitting the job and looking for other work.

The next day was the same: the monotony of the work, the tired legs and sore feet and thoughts of quitting.

6. Henri de Man, *The Psychology of Socialism*, Henry Holt and Company, New York, 1927, pp. 80-81.

7. *Ibid.*, p. 81.

8. Roy, *op. cit.*

of the dies used, and c) a process called "scraping the block." The basic procedure which ordered the particular combination of components employed could be stated in the form: "As soon as I do so many of these, I'll get to do those." If, for example, production scheduled for the day featured small, rectangular strips in three colors, the game might go: "As soon as I finish a thousand of the green ones, I'll click some brown ones." And, with success in attaining the objective of working with brown materials, a new goal of "I'll get to do the white ones" might be set. Or the new goal might involve switching dies.

Scraping the block made the game more interesting by adding to the number of possible variations in its playing; and, what was perhaps more important, provided the only substantial reward, save for going to the lavatory or getting a drink of water, on days when work with one die and one color of material was scheduled. As a physical operation, scraping the block was fairly simple; it involved application of a coarse file to the upper surface of the block to remove roughness and unevenness resulting from the wear and tear of die penetration. But, as part of the intellectual and emotional content of the game of work, it could be in itself a source of variation in activity. The upper left-hand corner of the block could be chewed up in the clicking of 1,000 white trapezoid pieces, until the entire block had been worked over. Then, on the next round of scraping by quadrants, there was the possibility of a change of color or die to green trapezoid or white oval pieces.

Thus the game of work might be described as a continuous sequence of short-range production goals with achievement rewards in the form of activity change. The superiority of this relatively complex and self-determined system over the technically simple and outside-controlled job satisfaction injections experienced by Millner at the beginner's table in a shop of the feather industry should be immediately apparent:

"Twice a day our work was completely changed to break the monotony. First Jennie would give us feathers of a brilliant green, then bright orange or a light blue or black. The 'ohs' and 'ahs' that came from the girls at each change was proof enough that this was an effective way of breaking the monotony of the tedious work."

But a hasty conclusion that I was having lots of fun playing my clicking game should be avoided. These games were not as interesting in the experiencing as they might seem to be from the telling. Emotional tone of the activity was low, and intellectual currents weak. Such rewards as scraping the block or "getting to do the blue ones" were not very exciting, and the stretches of repetitive movement involved in achieving them were long enough to permit lapses into obsessive reverie. Henri de Man speaks of "clinging to the remnants of joy in work," and this situation represented just that. How tenacious the clinging was, how long I could have "stuck it out" with my remnants, was never determined. Before the first week was out this adjustment to the work situation was complicated by other developments. The game of work continued, but in

9. Lucille Miller, *Education of An American Liberal*, Horizon Press, New York, 1954, p. 97.

This emerging awareness of structure and meaning included recognition that the long day's grind was broken by interruptions of a kind other than the formally instituted or idiosyncratically developed disjunctions in work routine previously described. These additional interruptions appeared in daily repetition in an ordered series of informal interactions. They were, in part, but only in part and in very rough comparison, similar to those common fractures of the production process known as the coffee break, the coke break, and the cigarette break. Their distinction lay in frequency of occurrence and in brevity. As phases of the daily series, they occurred almost hourly, and so short were they in duration that they disrupted work activity only slightly. Their significance lay not so much in their function as rest pauses, although it cannot be denied that physical refreshment was involved. Nor did their chief importance lie in the accentuation of progress points in the passage of time, although they could perform that function

### Times

But, as I began to pay closer attention, as I began to develop familiarity with the communication system, the disconnected became connected, the nonsense made sense, the obscure became clear, and the silly actually funny. And, as the content of the interaction took on more and more meaning, the interaction began to reveal structure. There were "times" and "themes," and roles to serve their enaction. The interaction had subtleties, and I began to savor and appreciate them. I started to record what hitherto had seemed unimportant.

The change came about when I began to take serious note of the social activity going on around me; my attentiveness to this activity came with growing involvement in it. What I heard at first, before I started to listen, was a stream of disconnected bits of communication which did not make much sense. Foreign accents were strong and referents were not joined to coherent contexts of meaning. It was just "jabbering." What I saw at first, before I began to observe, was occasional flurries of horsplay so simple and unvarying in pattern and so childish in quality that they made no strong bid for attention. For example, Ike would regularly switch off the power at Sammy's machine whenever Sammy made a trip to the lavatory or the drinking fountain. Correlatively, Sammy invariably fell victim to the plot by making an attempt to operate his clicking hammer after returning to the shop. And, as the simple pattern went, this blind stumbling into the trap was always followed by indignation and reproach from Sammy, smirking satisfaction from Ike, and mild paternal scolding from George. My interest in this procedure was at first confined to wondering when Ike would weary of his tedious joke or when Sammy would learn to check his power switch before trying the hammer.

### Times and Themes

#### Informal Social Activity of the Work Group:

of job satisfaction.

far more strikingly than the hour hand on the dull face of George's alarm clock. If the daily series of interruptions be likened to a clock, then the comparison might best be made with a special kind of cuckoo clock, one with a cuckoo which can provide variation in its announcements and can create such an interest in them that the intervening minutes become filled with intellectual content. The major significance of the interactional interruptions lay in such a carryover of interest. The physical interplay which momentarily halted work activity would initiate verbal exchanges and thought processes to occupy group members until the next interruption. The group interactions thus not only marked off the time; they gave it content and hurried it along.

Most of the breaks in the daily series were designated as "times" in the parlance of the clicker operators, and they featured the consumption of food or drink of one sort or another. There was coffee time, peach time, banana time, fish time, coke time, and, of course, lunch time. Other interruptions, which formed part of the series but were not verbally recognized as times, were window time, pickup time, and the staggered quitting times of Sammy and Ike. These latter unnamed times did not involve the partaking of refreshments. My attention was first drawn to this times business during my first week of employment when I was encouraged to join in the sharing of two peaches. It was Sammy who provided the peaches; he drew them from his lunch box after making the announcement, "Peach time!" On this first occasion I refused the proffered fruit, but thereafter regularly consumed my half peach. Sammy continued to provide the peaches and to make the "Peach time!" announcement, although there were days when Ike would remind him that it was peach time, urging him to hurry up with the mid-morning snack. Ike invariably complained about the quality of the fruit, and is complaints fed the fires of continued banter between peach minor and critical recipient. I did find the fruit a bit on the rubbery side but felt, before I achieved insight into the function of peach time, that Ike was showing poor manners by continuing to share his peaches with such an ingrate.

Banana time followed peach time by approximately an hour. Sammy again provided the refreshments, namely, one banana. There was, however, no four-way sharing of Sammy's banana. Ike would gulp it down by himself after surreptitious ly extracting it from Sammy's lunch box, kept on a shelf behind Sammy's work station. Each morning, after making the snatch, Ike would call out, "Banana time!" and proceed to down his prize while Sammy made futile protests and denunciations. George would join in with mild remonstrances, sometimes scolding Sammy for making so much fuss. The banana was one which Sammy brought for his own consumption at lunch time; he never did get to eat his banana, but kept bringing one for his lunch. At first this daily theft startled and amazed me. Then I grew to look forward to the daily seizure and the verbal interaction which followed.

Window time came next. It followed banana time as a regular consequence of Ike's castigation by the indignant Sammy. After "taking" repeated references to himself as a person badly lacking in morality and character, Ike would "finally" retaliate by opening the window which faced Sam-

George's hot plate.

Pickup time, fish time, and coke time came in the afternoon. I name it pickup time to represent the official visit of the man who made daily calls to cart away boxes of clicked materials. The arrival of the pickup man, a Negro, was always a noisy one, like the arrival of a daily passenger train in an isolated small town. Interaction attained a quick peak of intensity to crowd into a few minutes all communications, necessary and otherwise. Exchanges invariably included loud depreciations by the pickup man of the amount of work accomplished in the clicking department during the preceding twenty-four hours. Such scoffing would be on the order of "Is that all you've got done? What do you boys do all day?" These devaluations would be countered with allusions to the "soft job" enjoyed by the pickup man. During the course of the exchanges news items would be dropped, some of serious importance, such as reports of accomplished or impending layoffs in the various plants of the company, or of gains or losses in orders for company products. Most of the news items, however, involved bits of information on plant employees told in a light vein. Information relayed by the clicker operators was material was repetitive, carried over from day to day. Sammy usually told about each other, mainly in the form of summaries of the most recent kidding sequences. Some of this would make occasional counter-reports on Ike and George.

It occurred soon after I arrived on the job, at eight o'clock. George and Ike would share a small pot of coffee brewed on

The first "time" interruption of the day I did not share. saving changes.

Following window time came lunch time, a formally designated half-hour for the midday repast and rest break. At this time, informal interaction would feature exchanges between Ike and George. The former would start eating his lunch a few minutes before noon, and the latter, in his role as straw boss, would censure him for malobservance of the rules. Ike's off-beat luncheon usually involved a previous tampering with George's alarm clock. Ike would set the clock ahead a few minutes in order to maintain his eating schedule without detection, and George would discover these small daylight

the other hand, a stream of such invidious comparisons as followed a surreptitious switching-off of Sammy's machine by the playful Ike might merge suddenly into a discussion of the pros and cons of saving for one's funeral.

"Kidding themes" were usually started by George or Ike, and Sammy was usually the butt of the joke. Sometimes Ike would have to "take it," seldom George. One favorite kidding theme involved Sammy's alleged receipt of \$100 a month from his son. The points stressed were that Sammy did not have to work long hours, or did not have to work at all, because he had a son to support him. George would always point out that he sent money to his daughter; she did not send money to him. Sammy received occasional calls from his wife, and his claim that these calls were requests to shop for groceries on the way home were greeted with feigned disbelief. Sammy was ribbed for being closely watched, bossed, and henpecked by his wife, and the expression "Are you man or mouse?" became an echolalic utterance, used both in and out of the original context.

Ike, who shared his machine and the work scheduled for it with Boo, the night operator, came in for constant invidious comparison on the subject of output. The socially isolated Boo, who chose work rather than sleep on his lonely night shift, kept up a high level of performance, and George never tired of pointing this out to Ike. It so happened that Boo, an Arabian Moslem from Palestine, had no use for Jews in general; and Ike, who was Jewish, had no use for Jews in particular. Whenever George would extol Boo's previous night's production, Ike would try to turn the conversation into a general discussion on the need for educating the Arabs. George, never permitting the development of serious discussion on this topic, would repeat a smirking warning, "You watch out for Boo! He's got a long knife!"

The "poom poom" theme was one that caused no sting. It would come up several times a day to be enjoyed as unbarbed fun by the three older clicker operators. Ike was usually the one to raise the question, "How many times you go poom poom last night?" The person questioned usually replied with claims of being "too old for poom poom." If this theme did develop a goat, it was I. When it was pointed out that I was a younger man, this provided further grist for the poom poom mill. I soon grew weary of this poom poom bustiness, so dear to the hearts of the three old satyrs, and, knowing where the conversation would inevitably lead, winced whenever Ike brought up the subject.

I grew almost as sick of a kidding theme which developed from some personal information contributed during a serious conversation on property ownership and high taxes. I dropped a few remarks about two acres of land which I owned in one of the western states, and from then on I had to listen to questions, advice, and general nonsensical comment in regard to "Danelly's farm."<sup>10</sup> This "farm" soon became stocked with horses, cows, pigs, chickens, ducks, and the various sundry domesticated beasts so tunefully listed in "Old MacDonald Had a Farm." George was a persistent offender with

10. This spelling is the closest I can come to the appellation given me in George's broken English and adopted by other members of the group.

An invariable part of the interactional content of pickup time was Ike's introduction of the pickup man to George. "Meet Mr. Papeatis!" Ike would say in mock solemnity and obvious irritation of the latter. Another pickup time invariably would bring Baby (or Mable) into the interaction. George would always issue the loud warning to the pickup man: "Now I want you to stay away from Baby! She's Henry's girl!" Henry was a burly Negro with a booming bass voice who made infrequent trips to the clicking room with lift-truck loads of materials. He was reputedly quite a ladies' man among the colored population of the factory. George's warning to "Stay away from Baby!" was issued to every Negro who entered the shop. Baby's only part in this was to laugh at the horseplay.

About mid-afternoon came fish time. George and Ike would stop work for a few minutes to consume some sort of pickled fish which Ike provided. Neither Sammy nor I partook of this nourishment, nor were we invited. For this omission I was grateful; the fish, brought in a newspaper and with head and tail intact, produced a reverse effect on my appetite. George and Ike seemed to share a great liking for fish. Each Friday night, as a regular ritual, they would enjoy a fish dinner together at a nearby restaurant. On these nights Ike would work until 8:30 and leave the plant with George. Coke time came late in the afternoon, and was an occasion for total participation. The four of us took turns in buying the drinks and in making the trip for them to a fourth floor vending machine. Through George's manipulation of the situation, it eventually became my daily chore to go after the cokes; the straw boss had noted that I made a much faster trip to the fourth floor and back than Sammy or Ike. Sammy left the plant at 5:30, and Ike ordinarily retired from the scene an hour and a half later. These quitting times were not marked by any distinctive interaction save the one regular exchange between Sammy and George over the former's "early washup." Sammy's tendency was to crowd his washing up toward five o'clock, and it was George's concern to keep it from further creeping advance. After Ike's departure came Boo's arrival. Boo's was a striking personality productive of a change in topics of conversation to fill in the last hour of the long workday.

### Themes

To put flesh, so to speak, on this interactional frame of "times," my work group had developed various "themes" of verbal interplay which had become standardized in their repetition. These topics of conversation ranged in quality from an extreme of nonsensical chatter to another extreme of serious discourse. Unlike the times, these themes flowed one into the other in no particular sequence of predictability. Serious conversation could suddenly melt into horseplay, and vice versa. In the middle of a serious discussion on the high cost of living, Ike might drop a weight behind the easily startled Sammy, or hit him over the head with a dusty paper sack. Interaction would immediately drop to a low comedy exchange of slaps, threats, guffaws, and disapprobations which would invariably include a ten-minute echolalia of "Ike is a bad man, a very bad man! George is a good daddy, a very fine man!" Or, on



George's only child was inextricably bound up with George's connection with higher learning. The daughter had married the son of a professor who instructed in one of the local colleges. This professor theme was not in the strictest sense a conversation piece; when the subject came up, George did all the talking. The two Jewish operators remained silent as they listened with deep respect, if not actual awe, to George's accounts of the Big Wedding which, including the wedding pictures, entailed an expense of \$1,000. It was monologue, but there was listening, there was communication, the sacred communication of a temple, when George told of going for Sunday afternoon walks on the Midway with the professor, or of joining the professor for a Sunday dinner. Whenever he spoke of the professor, his daughter, the wedding, or even of the new son-in-law, who remained for the most part in the background, a sort of incidental like the wedding cake, George was complete master of the interaction. His manner, in speaking to the rank-and-file of clicker operators, was indeed that of master deigning to notice his underlings. I came to the conclusion that it was the professor connection, not the straw-boss-ship or the extra nickel an hour, which provided the fount of George's superior status in the group.

If the professor theme may be regarded as the cream of verbal interaction, the "character themes" should be classed as the dregs. The character themes were hardly themes at all; perhaps they should be labelled "verbal states," or "oral autisms." Some were of doubtful status as communication; they were like the howl or cry of an animal responding to its own physiological state. They were exclamations, ejaculations, snatches of song or doggerel, talkings-to-onself, mutterings. Their classification as themes would rest on their repetitive character. They were echolalic utterances, repeated over and over. An already mentioned example would be Sammy's repetition of "George is a good daddy, a very fine man! Ike is a bad man, a very bad man!" Also, Sammy's repetition of "Don't bother me! Can't you see I'm busy? I'm a very busy man!" for ten minutes after Ike had dropped a weight behind him would fit the classification. Ike would shout "Mama! Mama!" at intervals between repetition of bits of verse, such as:

Mama on the bed,

Papa on the floor,

Baby in the crib

Says giver some more!

Sometimes the three operators would pick up one of these simple characterings in a sort of chorus. "Are you man or mouse? I ask you, are you man or mouse?" was a favorite of this type.

So initial discouragement with the meagerness of social interaction I now recognized as due to lack of observation. The interaction was there, in constant flow. It captured attention and held interest to make the long day pass. The twelve hours of "click, ———— move die, ———— click, ———— move die" became as easy to endure as eight hours of varied activity in the oil fields or eight hours of playing the piece-work game in a machine shop. The "beast of boredom" was gentled to the harmlessness of a kitten.

Where the others seemed to be mainly interested in statistics on livestock, crops, etc., George's teasing centered on a generous offering to help with the household chores while I worked in the fields. He would drone on, *ad nauseam*, "when I come to visit you, you will never have to worry about the housework, Danelly. I'll stay around the house when you go out to dig the potatoes and milk the cows, I'll stay in and peel potatoes and help your wife do the dishes." Danelly always found it difficult to change the subject on George, once the latter started to bear down on the farm theme.

Another kidding theme which developed out of serious discussion could be labelled "helping Danelly find a cheaper apartment." It became known to the group that Danelly had a pending housing problem, that he would need new quarters for his family when the permanent resident of his temporary summer dwelling returned from a vacation. This information engendered at first a great deal of sympathetic concern and, of course, advice on apartment hunting. Development into a kidding theme was immediately related to previous exchanges between Ike and George on the quality of their respective dwelling areas. Ike lived in "Lawnside," and George dwelt in the "Woodlawn" area. The new pattern featured the reading aloud of bogus "apartment for rent" ads in newspapers which were brought into the shop. Studying his paper at unchime, George would call out, "Here's an apartment for sale Avenue!" Later, Ike would read from his paper, "Here's one! Six rooms, stove heat, dirt floor. \$18.50 a month! At 5th and Woodlawn." Bantering would then go on in regard to the quality of housing or population in the two areas. The search for an apartment for Danelly was not successful.

Serious themes included the relating of major misfortunes suffered in the past by group members. George referred again and again to the loss, by fire, of his business establishment. Ike's chief complaints centered around a chronically ill wife who had undergone various operations and periods of hospital care. Ike spoke with discouragement of the expenses attendant upon hiring a housekeeper for himself and his children; he referred with disappointment and disgust to a teen-age son, an adept lad who "couldn't even fix his own lunch. He couldn't even make himself a sandwich!" Sammy's reminiscences centered on the loss of a flourishing business when he had to flee Europe ahead of Nazi invasion.

But all serious topics were not tales of woe. One favorite serious theme which was optimistic in tone could be called "Danelly's future" or "getting Danelly a better job." It was known that I had been attending "college," the magic word to opportunity, although my specific course of study remained somewhat obscure. Suggestions poured forth on good ones of work to get into, and these suggestions were backed with accounts of friends, and friends of friends, who had made good via the academic route. My answer to the expected question, "Why are you working here?" always stressed the "lots of overtime" feature, and this explanation seemed to suffice for short-range goals.

There was one theme of especially solemn import, the "prospector theme." This theme might also be termed "George's daughter's marriage theme"; for the recent marriage of

## Black Friday: Disintegration of the Group

But all this was before "Black Friday." Events of that dark day shattered the edifice of interaction, its framework of times and mosaic of themes, and reduced the work situation to a state of social atomization and machine-tending drudgery. The explosive element was introduced deliberately, but without provision of its consequences.

On Black Friday, Sammy was not present; he was on vacation. There was no peach time that morning, of course, and no banana time. But George and Ike held their coffee time, as usual, and a steady flow of themes was filling the morning quite adequately. It seemed like a normal day in the making, at least one which was going to meet the somewhat reduced expectations created by Sammy's absence.

Suddenly I was possessed of an inspiration for modification of the professor theme. When the idea struck, I was working at Sammy's machine, clicking out leather parts for billfolds. It was not difficult to get the attention of close neighbor Ike to suggest *solilo voice*, "Why don't you tell him you saw the professor teaching in a barber college on Madison Street? . . . Make it near Halsted Street."

Ike thought this one over for a few minutes, and caught the vision of its possibilities. After an interval of steady application to his clicking, he informed the unsuspecting George of his near West Side discovery; he had seen the professor busy at his instructing in a barber college in the lower reaches of Hobohemia.

George reacted to this announcement with stony silence. The burden of questioning Ike for further details on his discovery fell upon me. Ike had not elaborated his story very much before we realized that the show was not going over. George kept getting redder in the face, and more tight-lipped; he slammed into his clicking with increased vigor. I made one last weak attempt to keep the play on the road by remarking that barber colleges paid pretty well. George turned to hiss at me, "You'll have to go to Kanakakee with Ike!" I dropped the subject. Ike whispered to me, "George is sore!"

George was indeed sore. He didn't say another word the rest of the morning. There was no conversation at lunchtime, nor was there any after lunch. A pall of silence had fallen over the clicker room. Fish time fell a casualty. George did not touch the coke I brought for him. A very long, very dreary afternoon dragged on. Finally, after Ike left for home, George broke the silence to reveal his feelings to me:

Ike acts like a five-year-old, not a man! He doesn't even have the respect of the niggers. But he's got to act like a man around here! He's always fooling around! I'm going to stop that! I'm going to show him his place! . . . Jews will ruin you, if you let them. I don't care if he sings, but the first time he mentions my name, I'm going to shut him up! It's always "Meet Mr. Papacis! George is a good daddy!" And all that. He's paid to work! If he doesn't work, I'm going to tell Joe! [The superintendent.]

Then came a succession of dismal workdays devoid of times and barren of themes. Ike did not sing, nor did he recite waddy verse. The shop songbird was caught in the grip of icy winter. What meager communication there was took a

to blows.

Then, thirteen days after Black Friday, came an abrupt change in the pattern of interaction. George and Ike spoke to each other again, in friendly conversation:

In desperation, I fell back on my game of work, my blues and greens and whites, my ovals and trapezoids, and my scrap- ing the block. I came to surpass Boo, the energetic night worker, in volume of output. George referred to me as a "day Boo" (day-shift Boo) and suggested that I "keep" Sammy's machine. I managed to avoid this promotion, and consequent estrangement with Sammy, by pleading attachment to my own machine.

When Sammy returned to work, discovery of the cleavage between George and Ike left him stunned. "They were the best of friends!" he said to me in bewilderment. George now offered Sammy direct, savage criticisms of his work. For several days the good-natured Sammy endured these verbal aggressions without losing his temper; but when George shouted at him "You work like a preacher!" Sammy became very angry, indeed. I had a few anxious moments when I thought that the two old friends were going to come

On the third day George advised me of his new communication policy, designed for dealing with Ike, and for Sammy, too, when the latter returned to work. Interaction was now on a "strictly business" basis, with emphasis to be placed on raising the level of shop output. The effect of this new policy on production remained indeterminate. Before the fourth day had ended, George got carried away by his narrowed interests to the point of making sarcastic remarks about the poor work performances of the absent Sammy. Although addressed to me, these caustic depreciations were obviously for the benefit of Ike. Later in the day Ike spoke to me, for George's benefit, of Sammy's outstanding ability to turn out billfold parts. For the next four days, the prevailing silence of the shop was occasionally broken by either harsh criticism or fulsome praise of Sammy's outstanding workmanship. I did not risk replying to either impeachment or panegyric for fear of involvement in further situational deteriorations.

Twelve-hour days were creeping again at snail's pace. The strictly business communications were of no help, and the sporadic bursts of distaste or enthusiasm for Sammy's clicking ability helped very little. With the return of boredom, came a return of fatigue. My legs tired as the afternoons dragged on, and I became engaged in conscious efforts to rest one by shifting my weight to the other. I would pause in my work to stare through the barred windows at the grimy brick wall across the alley; and, turning my head, I would notice that Ike was staring at the wall too. George would do very little work after Ike left the shop at night. He would sit in a chair and complain of weariness and sore feet.

sequence of patterns which proved interesting only in retrospect.



The professor theme was dropped completely. George never again mentioned his Sunday walks on the Midway with the professor.

# Conclusions

Speculative assessment of the possible significance of my observations on information interaction in the clicking room may be set forth in a series of general statements:

## Practical Application

First, in regard to possible practical application to problems of industrial management, these observations seem to support the generally accepted notion that one key source of job satisfaction lies in the informal interaction shared by members of a work group. In the clicking-room situation the spontaneous development of a patterned combination of horsplay, serious conversation, and frequent sharing of food and drink reduced the monotony of simple, repetitive operations to the point where a regular schedule of long work days became livable. This kind of group interplay may be termed "consummatory" in the sense indicated by Dewey, when he makes a basic distinction between "instrumental" and "consummatory" communication, as "mere sociabilities," as "free, aimless social intercourse," brings job satisfaction, at least job endurance, to work situations largely bereft of creative experience.

In regard to another managerial concern, employee productivity, any appraisal of the influence of group interaction upon clicking-room output could be no more than roughly impressionistic. I obtained no evidence to warrant a claim that interaction, boosted production. To the contrary, my diary recordings express an occasional perplexity in the form of "How does this company manage to stay in business?" However, I did not obtain sufficient evidence to indicate that, under the prevailing conditions of laissez-faire management, the output of our group would have been more impressive if the playful cavorting of three middle-aged gentlemen about the barred windows had never been. As far as achievement of managerial goals is concerned, the most that could be suggested is that leavening the deadly boredom of individualized work routines with a concurrent flow of group festivities had a negative effect on turnover. I left the group, with sad reluctance, under the pressure of strong urgings to accept a research fellowship which would involve no factory toil. My fellow clickers stayed with their machines to carry on their labors in the spirit of banana time.

## Theoretical Considerations

Secondly, possible contribution to ongoing sociological inquiry into the behavior of small groups, in general, and factory work groups, in particular, may lie in one or more of the following ideational products of my clicking-room experience:

12. John Dewey, *Experience and Nature*, Open Court Publishing Co., Chicago, 1925, pp. 202-206.

I noticed Ike talking to George after lunch. The two had newspapers of fish at George's cabinet. Ike was excited; he said, "I'll pull up a chair!" The two ate for ten minutes. . . . It seems that they went up to the 22nd Street Exchange together during lunch period to cash pay checks.

That afternoon Ike and Sammy started to play again, and Ike burst once more into song. Old themes reappeared as suddenly as the desert flowers in spring. At first, George managed to maintain some show of the dignity of superordination. When Ike started to sing snatches of "You Are My Sunshine," George suggested that he get "more production." Then Ike backed up George in pressuring Sammy for more production. Sammy turned this exhortation into low comedy by calling Ike a "slave driver" and by shouting over and over again, "Don't bother me! I'm a busy man!" On one occasion, as if almost overcome with joy and excitement, Sammy cried out, "Don't bother me! I'll tell Rothman! [the company president] I'll tell the union! Don't mention my name! I hate you!"

I knew that George was definitely back into the spirit of the thing when he called to Sammy, "Are you man or mouse?" He kept up the "man or mouse" chatter for some time. George was for a time reluctant to accept fruit when it was offered to him, and he did not make a final capitulation to coke time until five days after renewal of the fun and fooling. Strictly speaking, there never was a return to banana time, peach time, or window time. However, the sharing and switching of fruit did go on once more, and the window in front of Sammy's machine played a more prominent part than ever in the renaissance of horsplay in the clicker room. In fact, the "rush to the window" became an integral part of increasingly complex themes and repeated sequences of interaction. This window rushing became especially bound up with new developments which featured what may be termed the "anal gesture."<sup>11</sup> Introduced by Ike, and given backing by an enthusiastic, very playful George, the anal gesture became a key component of fun and fooling during the remaining weeks of my stay in the shop:

Ike broke wind, and put his head in his hand on the block as Sammy grabbed a rod and made a mock rush to open the window. He beat Ike on the head, and George threw some water on him, playfully. In came the Negro head of the Leather Department; he remarked jokingly that we should take out the machines and make a play-room out of the shop.

Of course, George's demand for greater production was metamorphized into horsplay. His shout of "Production please!" became a charter theme to accompany the varied antics of Ike and Sammy.

11. I have been puzzled to note widespread appreciation of this gesture in the "consummatory" communication of the working men of this nation. For the present I leave it to clinical psychologists to account for the nature and pervasiveness of this social bond and count myself to joining offended readers in the hope that someday our industrial workers will achieve such a level of refinement in thought and action that their behavior will be no more distressing to us than that of the college students who fill out our questionnaires or form groups for laboratory experimentation.

1) In their day-long confinement together in a small room spatially and socially isolated from other work areas of the factory the Clicking Department employees found themselves ecologically situated for development of a "natural" group. Such a development did take place; from worker inter-communications did emerge the full-blown sociocultural system of consummatory interactions which I came to share, observe, and record in the process of my socialization.

2) These interactions had a content which could be abstracted from the total existential flow of observable doings and sayings for labelling and objective consideration. That is, they represented a distinctive sub-culture, with its recurring patterns of reciprocal influences which I have described as times and themes.

3) From these interactions may also be abstracted a social structure of statuses and roles. This structure may be discerned in the carrying out of the various informal activities which provide the content of the sub-culture of the group. The times and themes were performed with a system of roles which formed a sort of pecking hierarchy. Horseplay had its initiators and its victims, its amplifiers and its chorus; kidding had its attackers and attacked, its least attacked and its most attacked, its ready acceptors of attack and its strong resistors to attack. The fun went on with the participation of all, but within the controlling frame of status, a matter of who can say or do what to whom and get away with it.

4) In both the cultural content and the social structure of clicker group interaction could be seen the permeation of influences which flowed from the various multiple group memberships of the participants. Past and present "other-group" experiences or anticipated "outside" social connections provided significant materials for the building of themes and for the establishment and maintenance of status and role relationships. The impact of reference group affiliations on clicking-room interaction was notably revealed in the sacred, status-conferring expression of the professor theme. This impact was brought into very sharp focus in developments which followed my attempt to degrade the topic, and correlatively, to demote George.

5) Stability of the clicking-room social system was never threatened by immediate outside pressures. Ours was not an instrumental group, subject to disintegration in a losing struggle against environmental obstacles or oppositions. It was not striving for corporate goals; nor was it faced with the enmity of other groups. It was strictly a consummatory group, devoted to the maintenance of patterns of self-entertainment. Under existing conditions, disruption of unity could come only from within.

Potentials for breakdown were endemic in the interpersonal interactions involved in conducting the group's activities. Patterns of fun and fooling had developed within a matrix of frustration. Tensions born of long hours of relatively meaningless work were released in the mock aggressions of horseplay. In the recurrent attack, defense, and counter-attack there continually lurked the possibility that words or gestures harmless in conscious intent might cross the subtle boundary of accepted, playful aggression to be perceived as real assault. While such an occurrence might incur dis-

My innovations, if accepted, would have lowered the tone of the sacred professor theme, if not to "Stay Away From Baby" ribaldry, then at least to the verbal slapstick level of "finding Danelly an apartment." Such a downgrading of George's reference group would, in turn, have downgraded his status in the shop group hinged largely upon his claimed relations with the professor.

7) Integration of our group was fully restored after a series of changes in the patterning and quality of clicking-room interaction. It might be said that reintegration took place in these changes, that the series was a progressive one of step-by-step improvement in relations, that re-equilibration was in process during the three weeks that passed between initial communication collapse and complete return to "normal" interaction.

The cycle of loss and recovery of equilibrium may be crudely charted according to the following sequence of phases: a) the stony silence of "not speaking"; b) the confining of communication to formal matters connected with work routines; c) the return of informal give-and-take in the form of harshly sarcastic kidding, mainly on the subject of work performance, addressed to a neutral go-between for the "benefit" of the object of aggression; d) highly emotional direct attack, and counter-attack, in the form of criticism and defense of work performance; e) a sudden rapprochement expressed in serious, dignified, but friendly conversation; f) return to informal interaction in the form of mutually enjoyed mock aggression; g) return to informal interaction in the form of regular patterns of sharing food and drink.

The group had disintegrated when George withdrew from participation; and, since the rest of us were at all times ready for rapprochement, reintegration was dependent upon his "return." Therefore, each change of phase in interaction on the road to recovery could be said to represent an increment of return on George's part. Or, conversely, each phase could

6) The risk involved in this trial and error determination of consensus on fun and fooling in a touchy situation of frustration—mock aggression—was made evident when I attempted to introduce alterations in the professor theme. The group disintegrated, *instantly*. That is, there was an abrupt cessation of the interactions which constituted our groupness. Although both George and I were solidly linked in other-group affiliations with the higher learning, there was not enough agreement in our attitudes toward university professors to prevent the interactional development which shattered our factory play group. George perceived my offered alterations as a real attack, and he responded with strong hostility directed against me, the perceived assailant, and Sammy, a fellow traveler.

A contributory potential for breakdown from within lay in the dissimilar "other group" experiences of the operators. These other-group affiliations and identifications could provide differences in tastes and sensitivities, including appreciation of humor, differences which could make maintenance of consensus in regard to kidding norms a hazardous process of trial and error adjustments.

A pleasure no more lasting than necessary for the quick clarification or creation of kidding norms, it might also spark a charge of hostility sufficient to disorganize the group.

- d) Lack of conflicting definitions of the situation after Ike's perception of George's reaction to the "barber college" attack. George's anger and his punishment of the offenders was perceived as justified; e) Lack of introduction of new issues or causes which might have carried justification for new attacks and counter-attacks, thus leading interaction into a spiral of conflict and crystallization of conflict norms. For instance, had George reported his offenders to the superintendent for their poor work performance; had he, in his anger, committed some offense which would have led to reporting of a grievance to local union officials; had he made his anti-Semitic remarks in the presence of Ike or Sammy, or had I relayed these remarks to them; had I tried to "take over" Sammy's machine, as George had urged; then the interactional outcome might have been permanent disintegration of the group.
- 9) Whether or not the particular patterning of interaction-equality process" is not a major question here. My purpose in discriminating the seven changes is primarily to suggest that re-equilibration, when it does occur, may be described in observable phases and that the emergence of each succeeding phase should be dependent upon the configuration of conditions of the preceding one. Alternative eventual outcomes may change in their probabilities, as the phases succeed each other, just as prognosis for recovery in sickness may change as the disease situation changes.
- 10) Finally, discrimination of phase changes in social process may have practical as well as scientific value. Trained and skillful administrators might follow the practice in medicine of introducing aids to re-equilibration when diagnosis shows that they are needed.
- For purposes of illustration, and from reflection on the case, I would consider the following as possibly necessary conditions for reintegration of our group: a) Continued monotony of work operations; b) Continued lack of a comparative adequate substitute for the fun and fooling release from work tensions; c) Inability of the operatives to escape from the work situation or from each other, within the work situation. George could not fire Ike or Sammy to remove them from his presence, and it would have been difficult for the three middle-aged men to find other jobs if they were to quit the shop. Shop space was small, and the machines close together. Like a submarine crew, they had to "live together";
- 8) To point out that George played a key role in this particular case of re-equilibration is not to suggest that the homeostatic controls of a social system may be located in a type of role or in a patterning of role relationships. Such controls could be but partially described in terms of human interaction; they would be functional to the total configuration of conditions within the field of influence. The automatic controls of a mechanical system operate as such only under certain achieved and controlled conditions. The human body recovers from disease when conditions for such homeostasis are certain undetermined conditions. One of a number of other possible outcomes could have developed had conditions not been favorable for recovery.