

DON'T DISCLOSE IDENTITIES

From the beginning of these studies, the identities of the persons under study have been kept confidential. We look to you to carry on this trust. Please guard the privacy of the persons involved by substituting fictitious names, or code symbols for real names.

CASE HISTORIES RELAY ASSEMBLY TEST ROOM OPERATORS

64 pages

1927 - 1928 - 1929

1.25

1. Case Histories

2. Special Studies of Individuals

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INDIVIDUAL CASE STUDIES

The individual case study material has been divided into two sections, namely, a questionnaire and a supplementary writeup. The questionnaire has been divided into four sections as follows:

1. Family connections
2. Personal qualities
3. Home and community environment
4. Work history.

The objective data included in this questionnaire were obtained by direct and indirect questioning of the individual. The subjective data are the combined analyses of test observers. The supplementary writeup expands some of the questionnaire material and includes information which cannot be presented in questionnaire form; emphasis being given to outstanding characteristics of each individual case.

DAC:LC

Oper.
#1

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RELAY TEST OPERATORS

Operator No. 1 (5-10-27 - 1-25-28)

[redacted] (John)
 Birth date - 4-22-08
 Birth place - Chicago
 Nationality (Extraction) - Polish
 Residence - 6020 South Bishop Avenue, Chicago, Ill.
 Service - 9-14-25 (had previous service)
 Department 6500 - Assembler - 9-14-25 to 2-7-26.
 " 6507 - " - 2-7-26 to 2-31-26.
 Left Company on Accord - 2-31-26. No objection to rehiring.
 Previous jobs - Sears Roebuck & Company - Clerical work - 2 1/2 years.
 Education - Grade school - did not graduate.

E-257288
 Married 11-24-27

Operator No. 2 (5-10-27 - 1-25-28)

[redacted] (John)
 Birth date - 7-11-07
 Birth place - Chicago
 Nationality (Extraction) - Polish
 Residence - 4928 W. 51st Place, Cicero, Ill.
 Service - 7-11-25
 Department 6500 - Assembler - 7-11-25 to 2-5-26,
 " 6500 - Bench hand - 2-5-26 to 4-10-26,
 " 6500 - Assembler - 4-10-26 to 2-10-27,
 " 6510 - " - 2-10-27 to 2-10-28 (Dept. No. changed to 6517 9-5-28)
 Left Company on account of ill health 10-31-20. Her name is described
 as peculiar by personnel in that [redacted] was not interested in
 benefits. No objection to rehiring.
 Previous jobs - none.
 Education - Grade school - seven years.

E-251699
 Married 5-3-30.

9-15-30

OPERATOR NO. 1 E--NUMBER 304155 CLOCK NO. 167
 NAME [REDACTED] NATIONALITY Polish DEPT. NO. 6329
 AGE 21 DATE OF BIRTH 8-10-09 HEIGHT 5'5" WEIGHT 114 MARITAL STATUS Single

FAMILY CONNECTIONS

	Address	Marital Status	No. of Children	Age	Birthplace	Language Spoken	Occupation	Salary	Financial Status	Health	Education	Interests
FATHER	1329 So. 50th Cicero, Ill.	M	3	55	Poland	Polish & English	Carpenter			Good	In Poland	Reading Gardening
MOTHER	" "	M	3	44	Poland	Polish & English	Housewife			Good	In Poland	
Father's	Deceased				Poland							
Father's	Deceased				Poland							
Mother's	Deceased				Poland							
Mother's	Deceased		5		Poland							
Mother's	Deceased		5		Poland							
Brother (1)	At Home	S		17	Spring-valley	English	Attends High School			Good	12	Sports
Sisters (1)	At Home	S		19	Spring-valley	English	Out of work Commercial Artist			Good	12+	
Other near Relatives												

PERSONAL QUALITIES

HEALTH:

Good, Average, Poor. Any abnormalities? Tonsils slightly infected.

Sleep: Hours 8 Dreams: yes, no, sometimes.

Cleanliness: Hair Clean Teeth Clean Skin Clean Clothing Clean

General Always is clean and neat.

Exercise: Sports Other Kinds Walks Amount Regularly

Diet: Meals 4 Kinds of Food Eaten Green vegetables, potatoes, baked beans,
salads, fruits, bread and butter. Regular Yes

Appearance: Neat? Yes Abnormalities No

TEMPERAMENT

Emotional - Phlegmatic - Neutral Creative? No

Extrovertive - Introvertive - Neutral Self Expressive? No

Selfish - Altruistic - Neutral Aggressive? No

Gregarious - Solitary - Neutral

Optimistic - Pessimistic - Neutral

Materialistic - A dreamer - Neutral

Verbal Expression; Boisterous - Talkative - Conservative - Reserved.

Class Consciousness - Superior - Inferior - Indifferent.

Mental Peculiarities - (Delusions, superstitions, etc,) Does not worry

Quite imitative and suggestible. Superstitions regarding signs of ill omen.

EDUCATION:

Schools 8th grade graduate Travel Current Periodicals

Other Education- Languages

al Activities Health Course - W. K. evening school Spoken

Habitually English Occasionally Polish

Dexterity: Average

Personality: Rather pleasing --- not striking.

Intelligence: Below Average

HOME AND COMMUNITY ENVIRONMENT

<u>Address</u>	<u>City</u>	<u>Street</u>	<u>Length of Residence</u>
<u>Birthplace</u>	<u>Springvalley,</u>		<u>16 years</u>
<u>Subsequent</u>	<u>Illinois.</u>		
<u>Residences</u>	<u>Chicago</u>	<u>Cicero since she</u> <u>was 16 years old</u>	

Religion: Member of What Denomination Catholic Attends how regularly

Quite Regularly

With Whom Living Parents.

Family Conditions: Democracy of Family - Does one person dominate? If so,

Who?

Are Family Relations agreeable? Yes. Is very fond of her sister.

Responsibilities or dependents Contributes to family income.

Financial Status:

What property is owned? An 8-room house in Cicero What other investments?

Insurance Any debts? Installment - Notes - Personal; current or

Extra. Relation of cost of living to Income - Is there a safe margin? Yes

Where and how are vacations spent? At home or on short trips with the family.

Where and how are week-ends spent? At home or on short trips with the family.

Social Life: Neighbors Friends Relatives Societies

Interests Movies and Movie Stars. Hobbies Recreation Movies & Radio

Political Affiliations: Republican - Democratic - Indiffer Interested or ent?

Housing Conditions: Comfort of Home Size 8 rooms - family of 5

Furnishings Probably modest Heat Light Ventilation (Lots of children)

Social Environment: Cleanliness Average Quietness Average.

Neighbors Homes Slightly below average Parks Columbus Park $\frac{1}{2}$ mile away.

Distance from: Work $\frac{1}{2}$ mile Church Schools

Transportation Facilities Used Walks to work --- about $\frac{1}{2}$ hour

Civic Improvements in Neighborhood: Streets Good Lights Good

Sanitation Good

WORK HISTORY

Western Electric: Service Date 7-7-26

Departments 6329 Kinds of Jobs Assembler How long 7-7-26- to date.

Other Employment:

Kinds of work	Victor Gasket Co. (Misc.)	Length of Service	(6 months)	Reason for Leaving	Not given
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Case Study

Operator 1
December 30, 1930

██████ is twenty-one years of age and lives with her parents in the Grant Works section of Cicero. She is of average height and very slender, has brown hair and regular features and is neat and attractive in appearance. Her parents were born in Poland, but did not know each other until after each had come to the United States. After their marriage they lived in Springvalley, a small Illinois town, and it is there that ██████ and her sister and brother were born. ██████ is a carpenter. Five years ago he brought his family to Chicago and since that time they have lived in Cicero, where they own the eight-room house in which they live.

██████'s father usually works for contractors and is frequently out of work in winter. During the past summer, too, he was out of work most of the time because of the depression. Her sister, after finishing high school, did general office work for a time and studied art in evening school. Two years ago, however, she quit work to go to day school to become a commercial artist, and since finishing the course in art school has been unemployed. The brother is now in his senior year in high school. ██████'s check, therefore, is often the sole income of the family. This fact does not seem to depress her, however, and she dresses quite well as compared with the other operators.

██████ did not attend high school, but went to work at the age of fifteen. She had two jobs for short periods, and started to work at

Hawthorne when she was seventeen years old. She has assembled relays ever since her starting date. During the past three years she has had only six attendance irregularities - two days for illness, twice excused, and twice late.

As an assembler, [redacted] ranks third in the group of five. Her output often coincides with the group average, though her average for the two and three-fourths years she has been in the test room is 2.4% higher than the group average. Her repair time is 36.7% higher than the group average, and her personal time out 25.8% lower. Though only average in speed, [redacted]'s fingers are small and dexterous and if motivated by the dynamic ambition to earn money which urges Operator 2, possibly she would turn out relays much faster than she does.

However, [redacted] is not the sort of person to be strongly motivated. She is imitative both in conversation and action. Her comments seem singularly pointless - a chameleon-like echo of whatever was in the mind of the person addressed. She makes no enemies, is kind and generous, and engages in conversation whenever her neighbors take the initiative. In intelligence tests, [redacted] ranks next to [redacted], who is uniformly highest. This ranking is somewhat higher than observation would indicate, as her remarks are seldom informative or analytical, nor about topics which would disclose knowledge or judgment. Her activities are limited to attending movies, reading movie magazines and listening to the radio, and such other affairs as are initiated by some other person. Her conversation is simply narration or superficial

discussion of these activities. Occasionally she has given evidence of a superstitious feeling about certain "signs of ill-omen". Such remarks usually take the form of agreement with the fears of another.

What we have learned of [REDACTED]'s family has been elicited in short sentences in response to direct questioning. This is due, not to reserve, but to [REDACTED]'s failure to see anything in her family's affairs of sufficient interest to warrant discussion. People are just people to [REDACTED]; she sees only the most obvious individual differences - [REDACTED]'s loud laugh and interest in dates - [REDACTED]'s tendency to "boss"; aside from these differences the girls are all alike to [REDACTED]. We are, therefore, unable to say much about [REDACTED]'s home life. She seems to stay at home a great deal, and to like being at home. She and her sister do things together and [REDACTED] gave up her vacation plans last summer because her sister could not afford to go.

We may summarize this operator's qualities, then, by saying that she is an average, inoffensive, kindly girl, highly gregarious and depending on her associates for initiative and motivation.

9-15-30

OPERATOR NO. 2E-NUMBER 280326CLOCK NO. 500NAME [REDACTED]NATIONALITY ItalianDEPT. NO. 6529AGE 23 DATE OF BIRTH 4-19-07HEIGHT 5'2" WEIGHT 106MARITAL STATUS SingleFAMILY CONNECTIONS

	Address	Marital Status	No of Children	Age	Birthplace	Language Spoken	Occupation	Salary	Financial Status	Health	Education	Interests
FATHER	918 So. Irving Ave.	W	6	56	Italy	Italian	Labor	\$18	Dependant on wages	Fairly good	None	Church
MOTHER	Deceased		6		Italy	Italian	Housewife					Church
Father's	Deceased				Italy	Italian						
Father's	Deceased				Italy	Italian						
Mother's	Deceased				Italy	Italian						
Mother's	Deceased		6		Italy	Italian						
Mother's	Deceased		6		Italy	Italian						
Brothers (3)	At home	S	(21) →		Chicago	English & Italian	Out of job Office work	\$20 When working	Dependant on family	Good	11 years and 3 yrs. night school	Adver-tising
	At home	S	(19) →		Chicago	English & Italian	Operator at W. E.	\$22	Dependant on earnings	Good	9	Read-ing
	At home	S	(16) →		Chicago	English & Italian	Goes to school		Dependant on family	Good	11	Sports
Sisters (2)	2346 W. Taylor St.	M	5	32	London	English & Italian	Housewife			Fairly Good	7	
	740 S. Irving Ave.	M	2	25	London	English & Italian	Housewife			Good	7	Reading
	Deceased (when 11 years old)				Chicago	English & Italian						
Sister living in Italy		M	(2 de-ceased)	36	Italy	Italian	Housewife					
Other near Relatives												

PERSONAL QUALITIES

HEALTH:

Good, Average, Poor. Any abnormalities? Tonsils removed.

Sleep: Hours 8 Dream: yes, no sometimes.

Cleanliness: Hair Clean Teeth Clean Skin Clean Clothing Clean

General Always clean and neat.

Exercise: Sports Other Kinds Walks - enjoys being out-doors Amount

Regularity

Diet: Meals Kinds of Per day 4 Food Eaten Salad, cheese, pastry, fruits, bread,
butter, meat, green vegetables, potatoes baked beans, and sweets.

Regular? Yes

Appearance: Neat? Yes Abnormalities No

TEMPERAMENT:

Emotional - Phlegmatic - Neutral Creative? No

Extroverted - Introverted - Neutral Self Expressive? Yes

Selfish - Altruistic - Neutral Aggressive? Yes

Gregarious - Solitary - Neutral

Optimistic - Pessimistic - Neutral

Materialistic - A dresser - Neutral

Verbal expression: Boisterous - Talkative - Conservative - Reserved.

Class Consciousness - Superior - Inferior - Indifferent

Mental Peculiarities - (Delusions, superstitions, etc,) Worries quite a lot.

Is doubtless capable of a much better sort of work and home life than she has
and resents the responsibilities and financial limitations which kept her from
having educational opportunities.

EDUCATION:

Schools 8 years of High School Travel Current Periodicals

Other Education- Languages

al Activities Spoken Habitually English Occasionally Italian

Dexterity: Above average.

Personality: Dominating - often ill tempered, though she is sorry afterward for
her ill temper. Doubtless she is most ill-adjusted of any of the girls and this
accounts for her snappishness.

Intelligence: Above average.

HOME AND COMMUNITY ENVIRONMENT

Address City Street Length of Residence

Birthplace Chicago Taylor St. District

Subsequent Residences Has lived in many flats, but all in the Taylor Street District.

Now lives within a mile of the place where she was born.

Religion: Member of What Denomination Catholic Attends how regularly Quite Regular.

With Whom Living Widowed father

Family Conditions: Democracy of Family - Does one person Dominate?

If so, Who? Probably herself Are family relations agreeable?

Responsibilities or dependents She is responsible for the housekeeping and earns the largest salary in the family.

Financial Status:

What property is owned? None What other investments? Is paying on 7 shares A.T.&T. stock. 2 paid up.

Insurance Yes Any debts? Installment Buys on credit regularly

Notes - Personal; current or extra.

Relation of cost of living to income - Is there a safe margin? No margin---

financial difficulties frequently encountered.

Where and how are vacations spent? Last vacation was spent at Kleanor Camp

Lake Geneva.

Where and how are week-ends spent? At home doing housework

Social Life: Neighbors Is not acquainted with any of the neighbors.

Friends Landlords family are lifelong friends Relatives Lives near

two married sisters Societies None

Interests Her restlessness could be helped if she had some interest or

hobbies more in line with her abilities Hobbies Recreation Loves to

be outdoors but isn't out much. Movies and dates.

Political Affiliations: Republican - Democratic - Interested or in-

different

Housing Conditions: Comfort of home Very moderate Size 5 rooms

Furnishings Modest Heat Furnish their own - steam heat.

Light Ventilation

Social Environment: Cleanliness _____ Quietness _____
 Neighbors Homes _____
 Parks _____
 Distance from: Work 20 minutes on street car Church _____
 Schools _____
 Transportation Facilities Used: Street car - Rides the Ogden Ave., car -
 20 minutes to work. _____
 Civic Improvements in Neighborhood: Streets Good Lights Good _____
 Sanitation Good _____

WORK HISTORY

Western Electric: Service Date 1-16-24
 Departments: 6329 Kinds of Jobs Assembler How Long 20 Months
 6324 Adjuster 10 Months
 6329 Assembler (bench hand since last re-rate) From 10-26-27 to date.

Other Employment:

Kinds of work	Employer	Length of Service	Reason for Leaving
Royal Sailors	(\$15)	5 months	Not given
Sawyer Biscuit Co., (Pecking)	(\$20)	2 years	Not given

Operator No. 8

January 14, 1931.

██████████ is 24 years old and lives with her father and three brothers in the Italian quarter of Chicago. All her life has been spent in this section. Her parents were born in Italy, but were married in London. ██████████'s mother had two daughters by a former marriage, and six children, three boys and three girls, by her marriage to ██████████'s father. ██████████'s oldest step-sister lives in Italy, and the other step-sister and the oldest sister are married and live in the Italian quarter of Chicago. Just before ██████████ entered the test room her younger sister died, and within three months her mother also died. Since then ██████████ has been keeping house for her father and three brothers and a part of the time supporting them too. Her father is a laborer and when he works earns about \$15.00 or \$20.00 a week. One brother, ██████████, works in a wiring department at Hawthorne; ██████████, aged 16, is in high school; and ██████████, aged 21, is out of work, and has been for some time. ██████████ is the educated member of the family, having finished high school and at least two years of night school at Northwestern University. He is interested in advertising. ██████████ is not only the chief bread winner and the housekeeper in her family, but also the financial manager.

For five years or more ██████████ has "gone with" an Italian boy, ██████████, a truck driver, and it is accepted among the family and friends that "some day" they will marry. However, ██████████'s mother is dependent on him, and she and ██████████ are unwilling to attempt living together. In addition, ██████████ is not free to leave her own

-2-

family. The friendship has therefore been subject to several interruptions--periods when they cease to see each other, though they continue to be friends, to exchange gifts at appropriate seasons, and to feel that they will eventually marry. These periods are accompanied by an increase in restlessness and irritability in [REDACTED]. The current interruption has lasted for four and one half months and [REDACTED] has for the last three months found consolation in going to dance at a well-known Chicago ballroom every Saturday night. She goes with [REDACTED]. Sometimes they make the acquaintance of some young men who bring them home; more often they come home alone. But little by little these outside interests seem to be comforting her for the separation from [REDACTED].

[REDACTED] is the acknowledged leader of the relay test group. Her average hourly output for the period she has been in the test room is 7.2% higher than the group average, and she holds all records for speed - on speed tests, and for hourly, daily, weekly, and period output. When production lags it is [REDACTED] who grows impatient. When an operator has an abnormal number of defective relays to repair, or takes an excessive amount of personal time out, it is [REDACTED] who chides her. However, [REDACTED] herself has averaged 27.0% more personal time out than the group, and 5.7% more repair time than the group. Her eagerness to increase earnings and her nimble fingers probably account for [REDACTED]'s very high output. Our records indicate that [REDACTED] has established a record for the assembly of R-type relays at Hawthorne.

-3-

██████ has the highest intelligence and dexterity test scores in the group; she talks the most and is the leader in suggesting changes or criticizing test room or company policies. She is without reserve in conversation and consequently frequently quarrels with the other operators. Three of the seven girls in the test room - the Inspector, the Layout Operator and ██████ - resent ██████'s strident critical outbursts. The other girls, however - ██████, ██████, and ██████ - enjoy talking to ██████ and seem to like her. In spite of the impatient outbursts ██████ is really anxious to have people like her, and appreciative of friendship. Before coming into the test room ██████ once quarreled with another girl in the washroom so violently that the matron conducted them, all disheveled from battle, to their supervisor. The girls were laid off for three days in punishment. This is the only record we have of ██████'s quarrels being more than verbal. Her brother ██████ has been characterized by his supervisor as a "Bolshevist", meaning that he was impatient of restriction and non-cooperative. He has been told that this attitude is unsatisfactory, but was employed and has been retained because his sister is a test subject. This attitude of impatience under supervision seems to be shared by both ██████ and ██████ as both test room and pre-test room supervisors have commented on this quality in ██████.

██████'s restlessness and impatience is, to the unprejudiced observer, cause for pity rather than censure. She is capable of

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doing varied and interesting work. She loves beauty and activities involving mental processes, but is bound by her under-privileged background and the family tradition - by the need to turn all her energies to supporting and caring for her father and brothers - to the monotony of assembling relays and living in a cheap flat and doing housework in her spare time. She is intelligent enough to realize that she could live on a higher standard and ambitious enough to want to do so - but not quite intelligent or ambitious enough to deviate from her accepted routine, go to school and attempt to achieve the life she wants. And there is nothing in her training to teach her how to do this.

██████'s attitude toward ██████ is antagonistic. Anna was absent for nine months and during her absence another Italian girl, ██████, a friend of ██████'s, worked on the Test. When ██████ returned ██████ was resentful, feeling that ██████ did not need the high test room earnings and that ██████ did. ██████ blamed everyone, from ██████ down to ██████ herself, and since it wasn't advantageous to ██████ to remain angry with her supervisors she contented herself with being childishly rude to ██████, and though they sit in adjacent positions they have not spoken to each other since ██████'s return in May, 1930.

In appearance Jennie is usually neat. Her features and complexion are not especially good, but her hair and her small, well proportioned figure constitute her most attractive physical qualifications. Her ability to comment in a clever fashion on topics of

-5-

general interest and her facility as a "kiddier" also contribute to her social successes. However, these are offset by the caustic nature of some of her remarks, and in general her associates have to be willing to overlook considerable unpleasantness really to like [REDACTED].

[REDACTED] is, in short, the most responsible, the quickest, the most intelligent and ambitious, and the most talkative member of the test group; and the one whose adjustment to life as she must live it is the poorest.

LC-ER

Open
#3

9-15-30

OPERATOR NO. 3

E-NUMBER 301108

CLOCK NO. 21

NAME [REDACTED]

NATIONALITY Polish

DEPARTMENT NO. 6329

AGE 22 DATE OF BIRTH 9-14-08

HEIGHT 5'4" WEIGHT 116

MARITAL STATUS Single

FAMILY CONNECTIONS

	Address	No. of Marital Chil- dren	Age	Birthplace	Language Spoken	Occupation	Sal- ary	Financial Status	Health	Educa- tion	Interests
FATHER	Turner	M	7	52	Poland	English & Polish	Receiving Clerk	\$25		Good	Reading
MOTHER	At home	M	7	45	Poland	Polish	Housewife			Good	None
Father's	Deceased		4		Poland	Polish	Farmer				
Mother's	Deceased		4		Poland	Polish					
Mother's	Deceased		4		Poland	Polish	(Stepfather) Watchman				
Mother's	Cleveland Ohio	M	10	70	Poland	Polish	Lives with a daughter			Frail	In Po-land
Brothers (2)	At home	S		19	Penns.		W. E. --	\$22		Good	8
	At home	S		11	Penns.		Goes to school			Good	6
Sisters (4)	At home	M	0	26	New York		Lives with husband			Convalessing from operation	8
	At home	S		24	New York		Stays at home			Sub-normal	8
	At home	S		17	Penns.		Stays at home				8
Other near Relatives	Sister at home	S		14	Penns.		Goes to school			Good	8

PERSONAL QUALITIES

HEALTH:

Good, Average, Poor. Any abnormalities? Slight thyroid enlargement. Fine

Digital tremor

Sleep: Hours 8 Dream: yes, no, sometimes.

Cleanliness: Hair Clean Teeth Clean Skin Clean Clothing Clean General Clean

Exercise: Sports Other Kinds Amount Regularity Meals Kind of

Diet: per day 4 food eaten Vegetables, sweets, pastry, fruits and bread.

Regularity Regular

Appearance: Neat? Not always Abnormalities None

TEMPERAMENT:

<u>Emotional</u> - Phlegmatic - Neutral	Creative?	No
<u>Extrovertive</u> - Introvertive - Neutral	Self Expressive?	No
<u>Selfish</u> - Altruistic - Neutral	Aggressive?	No
<u>Gregarious</u> - Solitary - Neutral		
<u>Optimistic</u> - Pessimistic - Neutral		
<u>Materialistic</u> - A dreamer - Neutral		

Verbal expression: Boisterous - Talkative - Conservative - Reserved.
Class Consciousness - Superior - Inferior - Indifferent

Mental Peculiarities - (Delusions, superstitions, etc.) Does not worry

performance erratic - very suggestible - displays extreme interest in "boy

friends" and marriage. Superstitious regarding signs of ill omen.

EDUCATION:

Schools <u>9 years</u>	Travel <u>Current</u>	Periodicals <u>None</u>
Other Education- al Activities <u>Health course at W. K.</u>	Languages <u>Spoken</u>	Habitually <u>English</u>
Occasionally <u>Polish</u>		

Dexterity: Average

Personality: Fair - quite agreeable

Intelligence: Average or below.

HOME AND COMMUNITY ENVIRONMENT

Address: _____ City _____ Street _____ Length of Residence _____

Birthplace Wynn, Penna. Born and lived there until 17 years old.

Subsequent
Residences Family came to Chicago because Mothers' people lived here.

Religion: Member of What Denomination Catholic Attends How Regularly
Quite regularly.

With Whom Living Parents

Family Condition: Democracy of Family - Does one person Dominate? Yes
rigid discipline If so, Who? Mother dominates

Are Family relations agreeable? Moderately - argues with brother - father
never talks.

Responsibilities or dependents Contributes entire earnings to family in-
come. Father and brother also work. Is not expected to work at home.

Financial Status:

What property is owned? Family is now paying on their own bungalow.

What other investments? Two shares A. T. & T. paid up.

Insurance No Any debts? Installment on bungalow Notes

Personal: current or extra.

Relation of cost of living to income - Is there a safe margin? She says
they worry over payments on the bungalow; evidently there is little margin.

Where and how are vacations spent? At home or visiting relatives.

Where and how are week-ends spent? At home.

Social Life: Neighbors Mostly Western Electric people Friends

Relatives Mother's family live in Chicago. Spends lots of time with
grandmother and married sister. Societies.

Interests Mostly boy friends Hobbies None Recreation Dates & Mov-
ies.

Political Affiliations: Republican - Democratic - _____; Interested or
Indifferent?

Housing Conditions: Comfort of Home _____ Size _____ Bungalow

Furnishings _____ Modest _____ Heat _____ Light _____ Ventilation _____

Social Environment: Cleanliness _____ Quietness _____ Neighbors Homes _____

Parks _____

Distance from: Work: 4 1/2 miles Church _____ Schools _____

Transportation Facilities Used _____ Street car - Kedzie to 22nd St. 1/2 hour
to work _____.

Civic Improvements in Neighborhood: Streets _____ Good _____ Lights _____ Good _____

Sanitation _____ Good. _____.

WORK HISTORY

Western Electric: Service Date 6-1-35

Departments 7381 Kinds of Jobs Paper insula-
ting machine. How Long 5 months
6329 Assembler 9-9-35- to date.

Other Employment:

Kinds of Work	Length of Service	Reason for Leaving
_____	_____	_____

Operator 3.

January 14, 1931.

[redacted] is 22 years old and lives with her parents in a south-west section of Chicago. Both her parents came from Poland in childhood, and settled in Pennsylvania. After their marriage [redacted] lived in several towns in New York and Pennsylvania. Seven children were born, five girls and two boys, and [redacted] is the third. She and the four children younger than herself were born in Wynn, a suburb of Uniontown, Pennsylvania.

When [redacted] was 17 years old the family moved to Chicago, where [redacted] has relatives. [redacted] works as a receiving clerk ([redacted] doesn't know where) and earns about \$25.00 a week. Her 19-year-old brother works at Hawthorne ([redacted] doesn't know what he does) and earns about \$22.00 a week. The combined income from father, brother, and [redacted] is turned over to the mother, who handles the family finances. The eldest sister is married. The 24-year-old sister has had nervous and mental trouble which results in her being permanently dependent on her family. There is a 17-year-old sister who also stays at home. The 14-year-old sister and 11-year-old brother attend school.

[redacted]'s home life is not especially congenial. The mother dominates the family, demanding strict obedience from the children. Until after she was 21, [redacted] was required to be at home evenings at an early hour and in other ways her freedom was considerably hampered. Her father is a silent, taciturn man. She often speaks of quarrels with her brother. A bungalow has recently been purchased, and the payments tax the resources of the family.

Operator 3.

January 14, 1931.

Our observations suggest, then, an impecunious family of eight individuals crowded into a bungalow; a scolding mother, a taciturn father, a defective sister, an irritating younger brother, and three others besides [redacted] herself.

As an operator [redacted]'s performance is erratic. Her fluctuations are often contrary to those of the group. Her repair time for the last three years is 6.9% less than the group average and her personal time 12.7% less. Her average hourly putput is 2.6% lower than the group average; yet her speed tests often reveal reactions as fast as those of [redacted] or [redacted]. Her output seems to reflect her mental states clearly - she seems to be dominated by her moods.

These moods are often buoyant. One of [redacted]'s characteristics is her peculiarly shrill laughter. Doubtless the reason why [redacted] is so buoyant in the face of a depressing home life is that her attitudes and interests are wholly superficial. She talks a great deal about boy friends, dates, and marriage, but they mean to her only dances and rides and caresses and rings and the possibility of staying at home instead of working. The appearance of a man's car, his size and strength, and the thrill of his "petting" technique form his most important qualifications, though none of these is really vital; the essential characteristic is simply that he be a man, and that he consent to share with [redacted] his society.

[redacted] is sometimes melancholy over the fact that she hasn't as many dates as she used to have, and the loss of a boy friend leaves

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her silent and sad for several days. This is followed by restlessness until another takes his place. Low production may accompany the depression of losing a friend or the exhilaration of finding one; the boredom of a dull date or the excitement of a thrilling one.

██████████ is a pleasant, unselfish girl. She occasionally quarrels with ██████████, but is really very fond of all the girls, and they of her. The same may be said of her relationship with the observers. She is sympathetic with the sorrows of her family, and weeps over their troubles, though she never knows exactly what causes them.

In appearance ██████████ is of average height and slender. She has fluffy blond hair and her clothes are often more frilly than neat. She wears her hair in curls and has blue eyes, but her complexion is rather rough, her features irregular and her make-up often excessive. Her health is average; her hospital ratings are usually fourth among the six girls, ██████████ and ██████████ being lower.

She smiles and laughs readily and her remarks frequently cause laughter among her auditors. Her ranking in intelligence tests was fifth in the group of six. She is superstitious. She attends church regularly and has been known to go directly from a late Saturday night dance to early Sunday mass.

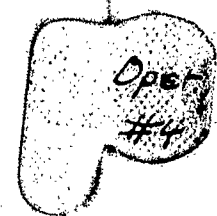
She attended high school one year, and came to work at Hawthorne at the age of 16. She worked on a paper insulating machine for three months and since that time has been assembling relays. She frequently asserts that she will quit working when she marries. Occasionally she

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talks of entering a convent, but this is only when her hope of marriage is low, or as a defense against accusations of too great interest in marriage.

In brief, then, [REDACTED] is chiefly characterized by emotional instability, untempered by self-restraint or training, by an uncritical receptiveness of friendship and by pleasure in the surface activities of living.

LC-ER



9-15-30

OPERATOR NO. 4 E-NUMBER 269388 CLOCK NO. 562
 NAME [REDACTED] NATIONALITY Polish DEPARTMENT NO. 6529
 AGE 23 DATE OF BIRTH 8-25-07 HEIGHT 5'1 1/2" WEIGHT 135 MARITAL STATUS Single

FAMILY CONNECTIONS

	Address	Marital Status	No. of Children	Age	Birthplace	Language Spoken	Occupation	Sal-ary	Financial Status	Health	Educa-tion	Interests
FATHER	3124 S. 52nd Cicero, Ill.	M	10	55	Poland	Polish & English	C.B. & Q. Car Inspector			Good	8	Fixing up things at home
Mother	" "	M	10	53	Poland	Polish & English	Housewife			Good	8	Garden
Father's	Deceased				Poland	Polish	Soldier & Farmer					
Mother's	Deceased		2		Poland	Polish	Housewife					
Father's	Deceased		2		Poland	Polish	Farmer					
Mother's							Weaver & Undertaker in Poland. Made good living but drank it up. Had 3 husbands.			Old & almost helpless	Very little	
Mother	At home	M	4	90+	Poland	Polish & English						
Brothers (6)	Cicero	M	2	31	Poland	English & Polish	Gas Plant	\$36		Good	8	
	Cicero	M	0	29	Wisconsin	English & Polish	Not full time mechanic.	\$35		Good	8	
	At home	S	"	27	Wisconsin	English & Polish	Out of work. Wants to teach High School			Good	College Grad.	Studies & Reads
	At home	S		20	Cicero	English & Polish	Was a millwright at W.E. but was laid off. Out of work.			Good	10	Evening School
	At home	S		17	Cicero	English & Polish	W. E. Office boy.		Contributes to income at home	good	10	
	At home	S		9	Cicero	English & Polish	Goes to School		Dependent on father.	Good	4	
Sisters(2)	At home	S		14	"	English & Polish	School			Good	8	
	At home	S		11	"	English & Polish	School			Good	6	
near												

PERSONAL QUALITIES

HEALTH:

Good, Average, Poor. Any abnormalities? Bad tonsils; thyroid moderately enlarged; pulse and temperature slightly high.

Sleep: Hours 8 Dream: yes, no, sometimes.

Cleanliness: Hair Clean Teeth Clean Skin Clean Clothing Clean.

General Good

Exercise: Sports Other Kinds Plays ball and roller skates Amount Regular

Diet: Meals per Day 4 Kinds of Food Eaten Meat, potatoes, vegetables, beans, sweets, salads, fruits, pastry, bread and butter. Regular Yes

Appearance: Neat? Yes Abnormalities No.

TEMPERAMENT:

Emotional - Phlegmatic - Neutral Creative? No.

Extrovertive - Introvertive - Neutral Self Expressive? Yes

Selfish - Altruistic - Neutral Aggressive Mildly

Gregarious - Solitary - Neutral

Optimistic - Pessimistic - Neutral

Materialistic - A dreamer - Neutral

Verbal Expression: Boisterous - Talkative - Conservative - Reserved.

Class Consciousness - Superior - Inferior - Indifferent.

Mental Peculiarities - (Delusions, Superstitions, etc.,) Does not worry;

stolid, plodding, steady. Refuses to be imposed upon by associates in test room

EDUCATION:

Schools 8 years High School Travel Current Periodicals Occasionally Polish.

Other Education- Language

al Activities 1 year night school Spoken Habitually English

Dexterity: Above average.

Personality: Very pleasing - an unexpected and particularly pleasant smile.

Intelligence: Brighter than she looks.

HOME AND COMMUNITY ENVIRONMENT

<u>Address:</u>	<u>City</u>	<u>Street</u>	<u>Length of Residence</u>
<u>Birthplace</u>	<u>Cicero</u>		<u>All her life.</u>
<u>Subsequent Residences</u>	<u>Cicero</u>		

Has lived in three houses - all owned by her family and all in Cicero.

Religion: Member of What Denomination Catholic Attends how regularly Quite regular

With Whom living Parents

Family Conditions: Democracy of Family - Does one person dominate? Very little discipline If so, Who? Perhaps the mother - though not very strict

Are family relations agreeable? Yes.

Responsibilities or dependents Gives check to mother who gives her \$2.50 a week and buys her clothes. Helps with housework. Thinks her Dad is a pretty smart man, and her mother is very capable -- can paint and hang paper besides caring for the garden, her aged mother and 10 children. Says when the family get together they often have very interesting times talking over their experiences as immigrants, etc.

Financial Status:

What property is owned? Father owns: bungalow they live in, 2 flat building, and vacant lot adjacent to home.

What other investments? 2 shares A. T. & T. paid up.

Insurance No Any debts, No Installment - notes - personal: current or extra.

Relation of cost of living to Income - Is there a safe margin? Yes - they seem to be a very thrifty family.

Where and how are vacations spent? Allowed some freedom in choice of vacation. (Last spent at Camp Kiegar - Lake Geneva).

Where and how are week-ends spent? Usually at home.

Social Life: Neighbors Friends A girl friend Relatives A big family and they enjoy each other Societies

Interests Has considerable trouble spending any extra leisure interestingly.

Hobbies None Recreation Dates, movies, radio.

Political Affiliations: Republican - Democratic - Father is a Democrat

Interested or Indifferent? Her father is interested. Wand is indifferent.

Housing Conditions: Comfort of Home Above average. Size 6 rooms, plus attic bedroom and basement kitchen.

Furnishings: Good Heat Good Light Good Ventilation Good

Social Environment: Cleanliness O.K. Quietness O.K.

Neighbors Homes Hawthorne Section Parks

Distance from: Work 1 1/2 miles Church Schools

Transportations Facilities Used Walks - it takes her 1/2 hour.

Civic Improvements in Neighborhood: Streets Good Lights Good

Sanitation Good.

WORK HISTORY

Western Electric: Service Date 10-8-23

Departments	<u>6329</u>	Kinds of jobs	<u>Assembler</u>	How Long	<u>10-8-23 to date.</u>
	<u>6329</u>		<u>Dayout girl</u>		<u>for 6 months</u>

(Filing Gas-kets)

Other Employment: Victor Gas- Length of (\$17.05) Reason for

Kinds of Work: not Company. Service 10 months Leaving Still employed

Operator No. 4

January 14, 1931.

[redacted] is the name by which [redacted] associates call her; [redacted] is another of her nicknames. She is 23 years of age and lives at home with her parents, her grandmother, four brothers and two sisters. Her descent is Polish. Her aged grandmother married, and lost, three husbands, the second of whom was [redacted] grandfather. This woman supported herself and family in Poland between husbands and after the death of the third by two professions: she was an undertaker, which means that she washed and prepared bodies for burial; and she wove a special kind of cloth or tapestry for which there was a demand in her community. [redacted] says she made a fairly good living, but that she "drunk it up" - that when Wanda's mother was a child she would often come home and find her mother drunk, and get a whipping. In spite of this, however, the mother has, ever since she became a young woman, cared for the grandmother, and this in the face of her own domestic responsibilities. She married when quite young and has borne nine children. Just before the birth of the second child the [redacted] together with the old grandmother, came to this country, and lived for three years with cousins in Wisconsin who have a farm. They worked very hard on this farm and were paid less than enough to feed and clothe the babies and themselves. A neighbor told [redacted] he was being imposed upon, and urged him to leave his cousins. A short time after this the [redacted] moved to Cicero. [redacted] worked a few months at Hawthorne, then got a job in the Burlington railroad

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yards and now, 25 years later, is still working there as car inspector. [REDACTED] says, "I think my father has done well, considering how he came here with no education and ignorant of the language and customs."

[REDACTED] mother seems to have had her share in the family achievements, but [REDACTED] doesn't talk of her mother so admiringly. Doubtless this is because her mother scolds her a great deal, whereas her father is indulgent and kind. In addition to bearing and rearing her family of nine children and caring for her old mother, whom she has had to watch to keep from drunkenness, [REDACTED] has done gardening, painting and paperhanging in the home, and for a time she worked for wages. She manages the family finances, and the results of hard, steady work, economical management, and uniformly good health in the family are evident in the accomplishments of this couple. They have reared their nine children, and offered each except the two oldest sons a high school education; they have their own 6-room bungalow home with attic finished into an additional bedroom, and a kitchen in the basement; they also have invested in a 2-flat brick building and a lot in the same neighborhood. The family income now consists of the salaries of the father, [REDACTED] and a 17-year-old brother who is an office boy at Hawthorne. There are two married brothers, both of whom live in Cicero and earn about \$35.00 a week. There are at home a 27-year-old brother who is a college graduate and wants to teach in high school, but is out of work; a twenty-year-old brother who was a millwright at Hawthorne,

but was laid off and is out of work; the 17-year-old brother and a brother and two sisters who are in grade school; besides [redacted] and her parents and the helpless old grandmother.

As an operator, [redacted] has increased her output since coming into the test room more than any of the others. She also has the fewest repairs, her average repair time being 51% less than the group average. Her personal time average is 30.2% higher than the group average. Her production at the present time is second only to [redacted] and her average for the past three years is 4.7% above the group average. Her dexterity test record, too, is second to [redacted]'s. She has a peculiar rhythm in assembly which seems to observers to include considerable waste motion and it is possible that this could be eliminated and result in increased output with no greater expenditure of energy.

[redacted]'s intelligence rating places her third in the group, with [redacted] first and [redacted] second. She is a good conversationalist, and the study of her comments reveals the fact that she repeatedly makes remarks which are brief and apropos and that she gets to the heart of the matter very successfully. The stolid appearance of this operator and her short, thick build make the nimbleness of her mind and fingers quite unexpected and pleasing. Her sincerity, kindness, and responsiveness make her the friend of each of the other girls. She and [redacted] are the two girls who never have quarrels with the other operators. Unlike [redacted], however, [redacted] is independent in thought and action, and never allows other operators to impose upon her.

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completed two years of high school, then went to work for a gasket manufacturing company where she remained ten months. She came to the Western in October, 1923, and except for six months as an instructor, has been assembling relays ever since. When asked why she didn't go through high school, "didn't know why." She said all her friends were going to work and she had a chance to earn \$15.00 a week, "And that's a lot of money, you know" she smiled; then added, "So here I've been ever since, waiting for some man to come along and bail me out." She occasionally wishes she had finished high school, but adds serenely, "But then, secretaries don't make any more than we do."

This operator has had one serious affair with a boy friend since coming into the test room, but her mother insisted that she give him up because he was not Polish. On a few occasions mother has attempted to "bring her" a young man - object matrimony. Of these attempts says, "I might like them if I met them myself, but when my mother tries to show them to me - oh, I hate those darn fools. I think a girl should choose her own husband, don't you?" Until, recently, has seemed quite content to stay at home evenings most of the time, and take only such social diversions as came her way. One Saturday in November of 1930, however, she and went to dance at one of the popular Chicago ballrooms, and while there made the acquaintance of two young men who took them home and made dates for the next Saturday night. This event has made a striking difference in She

no longer finds the small Polish group of family and friends satisfying, but goes every week to this ball room and makes very cosmopolitan and, to her, exciting contacts. A restlessness has grown out of this change in social habits, and this restlessness has reduced [REDACTED] output considerably.

[REDACTED] may be characterized then, by a series of contrasts. Her family background is interesting and congenial, but her mother is domineering and faultfinding; her stolid comfortable satisfaction with things-as-they-are contrasts strongly with her nimble wits and fingers; her kindly good nature is backed by a sturdy independence; and her old placid acceptance of traditional family associations is yielding to the urge to seek friends and adventure away from home.

LC-ER

c

Open
#5

1

9-15-30

OPERATOR NO. 5 E-NUMBER 302579 CLOCK NO. 562
 NAME [REDACTED] NATIONALITY Norwegian DEPT. NO. 6329
 AGE 32 DATE OF BIRTH 9-26-08 HEIGHT 5'2 1/2" WEIGHT 130 MARITAL STATUS Married

FAMILY CONNECTIONS

	Address	No. of Marital Status	Chil- dren	Age	Birthplace	Language Spoken	Occupation	Sal- ary	Financial Status	Health	Educ- tion	Interests
FATHER	Norway	M	6	80	Norway	Norwegian	Sea Captain till 40 yrs. old. Farmer since.		Retired	Frail		Reading
MOTHER	Norway	M	6	72	Norway	Norwegian	Housewife			Frail		Sewing
Father's	Deceased				Norway	Norwegian	Farmer		Moderate	Good		
Mother's	Deceased				Norway	Norwegian	Housewife		Moderate	Good		
Father's	Deceased				Norway	Norwegian	Farmer & Merchant		Independ- ent	Good		
Mother's	Deceased				Norway	Norwegian	Housewife		Independ- ent	Good		
Brothers		M	4	35	Norway	Norwegian	High School			Good	High School	Sailing
		M	2	28	Norway	Norwegian	Fruit Store			Good	Night School	
FAMS	The home farm	M		25	Norway	Norwegian	Farmer			Good	94. Farm School	Farming
Sisters	Deceased	M	2	40	Norway	Norwegian						
		M	2	27	Norway	Norwegian	Housewife			Good	7	Music
	At home	M		25	Norway	Norwegian	Cares for old parents			Good	8	
Other near Relatives	Husband	M	0		Norway	English & Norwegian	Steam shovel oper. & Chaffeur (truck).		Dependent on earnings	Good	8(?)	Machine Fixing.

PERSONAL QUALITIES

HEALTH:

Good, Average, Poor. Any abnormalities? Thyroid Isthmus prominent. All
except 4 front lower teeth are gone. Right vision slightly impaired.
 Sleep: Hours 8 Dream: yes, no, sometimes.
 Cleanliness: Hair Clean Teeth Clean Skin Clean Clothing Clean
 General Nails ill kept.
 Exercise: Sports Other Some exercises evenings - none except dancing
 Amount Regularly Not regular.
 Diet: Meals Kinds of
per day 4 food eaten Vegetables, potatoes, beans, salad, cheese,
fruits, bread and butter Regularity
 Appearance: Neat? Yes Abnormalities Wears glasses.

TEMPERAMENT:

Emotional - Phlegmatic - Neutral Creative? No
 Extrovertive - Introvertive
 Selfish - Altruistic - Neutral Self Expressive? No
 Gregarious - Solitary - Neutral Aggressive? No
 Optimistic - Pessimistic - Neutral
 Materialistic - A dreamer - Neutral
 Verbal Expression: Boisterous - Talkative - Conservative & Reserved.
 Class Consciousness - Superior - Inferior - Indifferent.
 Mental Peculiarities - (Delusions, superstitions, etc.) Does not worry:
Unusually reticent - the fact that she came to U.S. from Norway after reaching
maturity doubtless causes this reserve. Seems to be very well adjusted and
happy.

EDUCATION:

Schools 7th grade in Norway Travel Came alone from Norway to Chicago.
 Current Other Education- Languages Habit-
 Periodicals al Activities Spoken ally English
 Occasionally Norwegian.
 Dexterity: Below average
 Personality: Not impressive because of her tendency to withdraw, but pleasant
and agreeable when approached.
 Intelligence: Average

HOME AND COMMUNITY ENVIRONMENT

<u>Address</u>	<u>City</u>	<u>Street</u>	<u>Length of Residence</u>
<u>Birthplace</u>	<u>Norway</u>	<u>(Has taken 1st papers)</u>	<u>25 years</u>
<u>Subsequent Residences</u>	<u>Detroit</u>		<u>2 years</u>
	<u>Chicago & DeKalb</u>		<u>5 years</u>

Religion: Member of What Denomination Lutheran Attends how regularly Attends
the Swedish Lutheran Church in DeKalb occasionally.

With Whom living Spends week-ends with husband in DeKalb. Rooms at 2526 74th St.
Elmwood Park during the week.

Family Conditions: Democracy of Family - Does one person dominate? Probably
not If so, Who? _____

Are Family relations agreeable? Yes

Responsibilities or dependents None save her home with her husband, and he is
away except week-ends.

Financial Status:

What property is owned? _____ What other investments? Ford car.

Insurance _____ Any debts? No Installment - Notes - Personal; current or
extra.

Relation of cost of living to income - is there a safe margin? Yes

Where and how are vacations spent? At home

Where and how are week-ends spent? In DeKalb

Social Life: Neighbors Play cards with a neighboring Finnish family

Friends Few friends - one married girl friend Relatives All in Norway
except one cousin in Detroit Societies No

Interests Home life. Hobbies _____ Recreation Likes to play cards
Movies and visiting friends.

Political affiliations: Republican - Democratic - Is not yet a citizen but
expects to take out second papers soon. Her husband is a citizen.

Interested or indifferent? _____.

Housing Conditions: Comfort of Home Comfortable Size Bungalow
Furnishings Quite comfortable Heat Good Light Good
Ventilation Good
Social Environment: Cleanliness _____ Quietness Good Neighbors Homes
Parks _____
Distance from Work 7 miles Church _____ Schools _____
Transportation Facilities Used Bus and street car about 45 minutes.
Civic Improvements in Neighborhood: Streets Good Lights Good
Sanitation Good

WORK HISTORY

Western Electric: Service Date 3-15-26

Departments	Kinds of Jobs	How Long
<u>6389</u>	<u>Assembler</u>	<u>3-15-26 to date</u>
_____	_____	<u>Rev. Shts - 2 1/2 yrs.</u>
_____	_____	<u>Leave of Abs. 9 months.</u>

Other
Employment:

Kinds of work	Length of Ser.	Reason for Leaving
<u>In Norway</u>	_____	<u>To come to</u>
<u>Canning sardines</u>	_____	<u>U. S. A.</u>

Case Study

Operator 5

██████ is the only one of the six operators who is married. She spends her week-ends in DeKalb with her husband, ██████, and during the week lives in Chicago with a family for whom she does some housework, doubtless in exchange for a part or all of her living expenses.

This operator seems to be most content of any of the six girls in the Relay Test Room. There is a look of quiet happiness in her eyes which makes it a pleasure to talk with her. This is also true of Operator 4 but it is more consistently true of ██████. She is very well pleased with ██████ and her home situation - secure in the sense that she and ██████ are getting ahead financially and secure, too, because, whether she works or not, the family income is sufficient for the standard of living to which she is accustomed and with which she is satisfied.

██████ is a steam shovel operator when he can get work at this trade. He is doing this work now, but some of the time he has driven a trans-continental truck and there was a time when ██████ tried to get him a job at Western Electric. ██████ comes to Chicago on Monday mornings and goes back to DeKalb Friday afternoons. When she gets home ██████ has scrubbed and cleaned the house and she has just enough work to do during the week-end to satisfy her and not enough to tire her. Her health is good.. She and ██████ rent a bungalow and drive their own Ford car and are thrifty and congenial. There is a neighboring Finnish family with whom they play cards and go to movies.

There is one element in ██████ life which is not satisfactory. She would like to have a baby, but is thirty-two years old and the first

attempt to have one nearly cost her life. The baby was still-born and the doctors told [REDACTED] she was lucky to pull through herself. This happened during the nine months (September 1929 to May 1930) when [REDACTED] was out on a leave of absence. She recently remarked that if she were laid off because of the depression she would try to have another baby.

[REDACTED] came to this country from Norway when she was twenty-five years old. She enjoys telling of her family and her own life in Norway. Her father was a sea captain until he was forty, when her mother persuaded him to give up the sea and take over the management of his father's farm. Fishing and the sea formed a large part of the economic situation in which [REDACTED] grew up, and her "job" in Norway was in a sardine cannery. When she had saved enough money she told the family she was coming to America, and came - alone. The family were sorry to lose her, but offered no serious opposition.

[REDACTED] had a cousin in Detroit and a friend in Chicago and intended to stay in whichever of the two cities seemed to offer her the best advantages. She settled in Chicago. After three or four years here in Chicago she met, at a party, the man who had been her "sweetie" in Norway and whom she had lost contact with when he came to America some years before. They renewed their friendship and were later married.

This forms the background of [REDACTED] life. It is, of course, highly romantic, and [REDACTED] herself seems to be conscious of its romance. She sometimes speaks of going back to Norway, with [REDACTED] to live. But she also says that [REDACTED] has his second citizenship papers and that she hopes to have hers as soon as she can study up for the examination.

[redacted] outstanding personal characteristics are quiet deliberation, steady persistence, and a firm but non-aggressive pursuit of whatever she decides to accomplish. She seldom speaks unless spoken to. However, she is not timid, and will not be imposed upon. When she returned to the Test Room last May, she brought upon herself the enmity of Operator 2, who is a close friend of the girl who was [redacted] substitute. Operator 2 felt that during the depression [redacted] should stay at home and let [redacted] (the substitute operator), who is under considerable financial pressure, enjoy the additional income Test Room operators earn. These two operators sit at adjacent positions at the bench and have not spoken to each other during all the months since [redacted] return. This situation is wholly the fault of Operator 2, who frequently makes slighting remarks to a third person directed at [redacted] and who has maintained throughout an obnoxious attitude. [redacted] in turn, dislikes Operator 2, but does so in her own way - she simply ignores both [redacted] and the things she says and does. She does nothing either to increase or diminish the breach.

With the other operators [redacted] is friendly in her quiet fashion - content to get along without friction -- enjoying, but seldom participating in, their chatter. She is most intimate with the Layout Operator.

[redacted] adjustment to relay assembling has been the subject of considerable discussion by the Test Room Observers. Her dexterity is below average. Her fingers seem awkward and ill-adapted to handling small piece parts. She has until recently been the slowest operator, but her output has steadily increased since her return to the Test Room, and during the past two weeks she has reached and passed the speed of Operator 3, the next slowest of the operators. She seems to move no faster, but her steady persistence

and quiet attention to her work are responsible for the steady climb in her output. It will be interesting to see just how far she can go in overtaking the other operators.

LC-MM

LAYOUT
OPER.

9-15-30

OPERATOR NO. LAYOUT OPERATOR E-NUMBER 150422 CLOCK NO. 558
 NAME [REDACTED] NATIONALITY Bohemian DEPT. NO. 6529
 AGE 27 DATE OF BIRTH 2-5-03 HEIGHT 5' 2" WEIGHT 102 MARITAL STATUS Single

FAMILY CONNECTIONS

	Address	Marital Status	No. of Children	Age	Birthplace	Language Spoken	Occupation	Salary	Financial Status	Health	Education	Interests
FATHER	Berwyn	M	4	1 dec'd	58 Slovakia	Bohemian and English	Mach. Oper. at McCormick (laid off)	--		Good	In Czechoslovakia	Reading Gardening
MOTHER	Berwyn	M	4	56	"	"	Housewife			Poor	"	Reading
Father's	Deceased				"							
Father's	"				"							
Mother's	"				"							
Mother's	"				"							
Father	"				"							
Mother's	"				"							
Mother	"				"							
Brothers	Chicago	M	0	30	Chicago	English & Bohemian	Sets up machines			Good	8	
	At Home	S		24	Kansas	" "	Printer			Good	10	
Sisters	Chicago	M	1	22	Chicago	" "	Housewife			Good	8	
Other near Relatives												

PERSONAL QUALITIES

HEALTH:

Good, Average, Poor. Any abnormalities? A few isolated lesions of psoriasis; pyorrhea alveolaris; moderate enlargement of thyroid; fine digital tremor; tonsils slightly infected.

Sleep: Hours 8 Dream: yes, no, sometimes. Very seldom.

Cleanliness: Hair Clean Teeth Clean Skin Clean Clothing Clean

General Clean

Exercise: Sports Other Kinds Amount Regular None

Meals Kinds of Food
Diet: Per Day Eaten Meats, Potatoes, Green Vegetables, Beans, Bread and

Butter, Salad, Cheese, Fruits Regular Yes

Appearance: Neat? Yes Abnormalities

TEMPERAMENT

Emotional - Phlegmatic - <u>Neutral</u>	Creative? <u>No</u>
Extrovertive - Introvertive - <u>Neutral</u>	Self Expressive? <u>Not Very</u>
Selfish - Altruistic - <u>Neutral</u>	Aggressive? <u>Not particularly</u>
Gregarious - Solitary - <u>Neutral</u>	
Optimistic - Pessimistic - <u>Neutral</u>	
Materialistic - A Dreamer - <u>Neutral</u>	
Does not worry.	

Verbal Expression: Boisterous - Talkative - Conservative - Reserved.
Class Consciousness - Superior - Inferior - Indifferent

Mental Peculiarities - (Delusions, superstitions, etc.) Well Balanced

EDUCATION

Schools Grammar School Travel Current Periodicals
Other Educational Languages
Activities Health Course - W.E. Spoken Habitually English Occasionally Bohe-
Dexterity: Good
Personality: Pleasing, though somewhat abrupt.
Intelligence: Average

HOME AND COMMUNITY ENVIRONMENT

<u>Address</u>	<u>City</u>	<u>Street</u>	<u>Length of Residence</u>
<u>Birthplace</u>	<u>Chicago</u>	<u>West Side</u>	<u>Always around Crawford Ave.</u>
<u>Subsequent Residences</u>	<u>Berwyn</u>		<u>Since August 1930.</u>

Religion: Member of What Denomination None Attends how regularly _____

With Whom Living With Parents

Family Conditions: Democracy of Family - Does one person dominate? No
If so, If so,
Who? _____

Are Family relations agreeable? Not allowed the liberty expected by a
girl her age.

Responsibilities or dependents Contributes to family income.

Financial Status:
What property is owned? Family
Owns bungalow - 5 rooms.

What other investments? 4 Shares A. T. & T. Stock. Has bank account.

Insurance _____ Any debts? _____ Installment - Notes - Personal;
current or extra.

Relation of cost of living to Income - Is there a safe margin? Good margin.

Where and how are vacations spent? Usually limited by the whims of her
family. Where and how are week ends spent? At Home.

Social Life: Neighbors Moved recently Friends Bohemian Clique

Relatives Family only Societies _____ Interests Mostly Western Electric

Hobbies _____ Recreation Dances Occasionally Ent

Political Affiliations: Republican - Democratic - _____ Interested or Indiffer-

Housing Conditions: Comfort of Home _____ Size _____

Furnishings _____ Heat _____ Light _____ Ventilation _____

Social Environment: Cleanliness Good Quietness Good Neighbors Homes a new
section

Parks _____ Distance from: Work _____ Church _____ Schools _____

Transportation Facilities Used "L" - 15 min.

Civic Improvements in Neighborhood: Streets Good

Lights Good Sanitation Good

WORK HISTORY

Western Electric: Service Date 12-14-20

Departments <u>6329</u>	Kinds of Jobs <u>Assembler</u>	How Long <u>2¹ years</u>
	<u>Layout Oper.</u>	<u>5-27-23 to date</u>
	<u>Layout Clerk - 6 Mos.</u>	

Other Employment:

Kinds of Work	Length of Service	Reason for Leaving
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Layout Operator

January 14, 1931.

[REDACTED] is 27 years old and lives with her parents and brother in Berwyn. They have recently purchased a five-room bungalow in an open, pleasant section of this suburb. Her older brother and sister are married and live in Chicago, on the West Side.

[REDACTED] were both born in Czechoslovakia and came to America with their parents in childhood. They met in Chicago and lived here for two years after their marriage, then spent a few years in Kansas and returned to Chicago. They have lived ever since on the West Side.

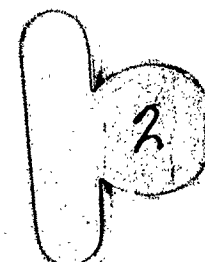
[REDACTED] mother is not strong and [REDACTED] does much of the work at home. She lives very quietly, usually spending her evenings at home with her family. She doesn't care for card games or movies or reading, but spends her evenings with her family and friends and occasionally sees a movie or dances. Her father was a machinist with the International Harvester Company for twenty-three years, but was laid off because of the depression; her brother is a printer, but his work is very irregular. [REDACTED] is, therefore, the principal support of the family.

[REDACTED] is the oldest of the Test Room girls and has the most service with the Company. She acts as layout operator and instructor to the other girls, and does her work in a quiet and efficient manner. She is accurate and it is recognized in the test room that [REDACTED] figures are always right." She has an unusually good attendance record, having had no irregularities during $3\frac{1}{2}$ years in the test room except

absences caused by the illness of herself and of her mother. She is quiet and reserved, and does not often participate in the conversations of the other operators, but she listens appreciatively and the comments she makes are usually apropos.

██████████ is small and well built, has a clear complexion and a clean, wholesome, neat appearance. She gets on well with the girls, and though she often resents ██████████ officiousness, she never says anything to ██████████ which would lead to argument. On the whole, her attitude toward the girls is ideal in a layout operator and one could not ask for a more competent employee to act in this capacity. Possibly her selection as a test subject has deferred her promotion to a higher grade of work. However, her test room earnings have been high enough to compensate for any possible delay in promotion and she seems content to participate in the test study.

LC-ER



Indiv

RETURN TO

August 24, 1928.

- 6600:

- 6600:

At your request I recently talked with [REDACTED] he is employed in Department 6329, Clerk No. 500, and who is included in the group of girls on whom extensive psychological tests are being made.

[REDACTED] who manages the expenses of the family, very frankly told me her circumstances and I am convinced that the following budget is accurate:

INCOME:

[REDACTED] - Earns \$23.00; gives his sister	- \$16.00 per week		
[REDACTED] - Sells papers	- 4.50	"	"
[REDACTED] - Earns	- 30.00	"	"
Total	- \$50.50	"	" - or \$218.83 month

EXPENSES:

Rent	- \$20.00 per month		
Food	- 78.00	"	"
Electric light and Gas	- 4.00	"	"
Coffee and Tea	- 5.00	"	"
Payments on mattress and day bed	- 8.00	"	"
Coal	- 10.00	"	"
Carfare	- 8.50	"	"
lunches	- 18.00	"	"
Payments on loan	- 8.67	"	"
Payments on monument	- 30.00	"	"
(Price \$360.00 - Balance \$100.00)			
Total	- \$188.17	"	"
Savings - 4 shares A.T. & T. stock	- 12.00	"	"
	\$200.17	"	" - \$200.17 month

In September there will be due about \$55.00 tuition at the Northwestern University School of Commerce for [REDACTED] who attends night school there.

It is readily seen that there is only a small amount left for incidentals and extra carfare for four people.

[REDACTED] states that while there is no accumulation of debts except for tuition for her brother at the Northwestern University and winter clothing, she is able to manage. From this report except for the monument which is more than they can afford, it is apparent that the girl is managing very well.

RETURN TO 6088-

AUGUST 24, 1928.

As to the home conditions, I feel assured that [REDACTED] is satisfied. Since her mother's death, she and her father and brothers share an apartment with a married sister who does the housework and prepares the meals. Her brothers are home boys and are very ambitious and she assured me they give her no worry. The matters which are troubling her are that her father has not been successful in finding work and that with winter coming on, she will need a winter coat and her brothers winter suits. Her father, she states, has been out of work for several months and as a result, he is discouraged and has too much time to sit and brood about the loss of his wife.

[REDACTED] brought him in the following day and [REDACTED] of our Employment Department interviewed him and then sent him to the Illinois Free Employment Bureau. As a result, [REDACTED] has already had one temporary job and is continuing to report to the Bureau for temporary work until the right permanent job opens up for him.

During the interview, [REDACTED] gave me the impression that she is loathe to sell her stock. She expresses a wish that she might continue paying her loan at the rate of \$2.00 a week instead of selling a share of stock and paying it in full. She stated that it was her mother's wish that she take advantage of this opportunity to save and now that she has her stock paid for, she would like very much to keep it. While she states she has not thought of marrying soon, she has a beau and no doubt is looking forward to marriage in the future. This fact may have something to do with her wish to keep the stock.

The brother [REDACTED], whose only occupation is selling newspapers has been unable to find work. [REDACTED] stated she has already spoken to [REDACTED] the foreman of her department, but he will be unable to place the boy until October when he will become seventeen years. If, from a company standpoint, there is no other objection to this boy's employment, I believe we can get exemption from Continuation School by appealing to the Board of Education.

Except for the foregoing facts and also that the girl is still grieving because of the loss of her mother and sister, I do not believe there is anything else in particular which is causing a mental strain. If there is no objection, I shall write to the Superintendent of Schools immediately for the necessary exemption from Continuation School for the brother.

M. S. PATTERSON - 5080-S.

MF-23

INDIVIDUAL HISTORY INTERVIEWS.

Oper. No. 4 - L.B.
Sept. 16, 1930.
1:30 P.M.

Observer to Oper. No. 4: "Why didn't you go on through high school? You could have couldn't you?"

Operator No. 4: "Oh yes, my father wanted me to, but my friends were quitting and working, so I quit too. I got a job where I could make \$15.00 a week, and that's a lot of money, you know. (laughing) So here I've been ever since - working along and waiting for some man to bail me out.

"I had a teacher in night school who tried to get me to go on through high school. She talked to the principal about me and he said I could finish in one more year. And I thought I would do it, but I didn't even mention it to my father and never even called up the teacher afterward.

"I think my father is pretty smart. He came to this country when he was 22, and didn't know anything not even the language. And he's raised nine children and taken care of my grandmother and saved money besides. Of course my two oldest brothers didn't get to stay in school, because they had to work as soon as they could. But all the rest of us could have if we'd wanted to, and besides my father has the bungalow we live in, a brick 2-flat building and a lot. He makes a good salary for an old man without any education. He's been working for the C. B. & Q. for 25 years - since he was about 30. He worked at the Western for a while."

Observer: "I think your mother must be pretty smart too, to raise all those children and take care of her old mother - and you said she went out and worked for a while."

Operator No. 4: "Yes, she's pretty smart. She's strong, too, and that makes a lot of difference. She likes to paint and work in the garden. She can hang wall paper, too."

"My old grandmother is almost helpless, now, and worse than a child. But she used to work in Poland. She was an undertaker there. They didn't have undertakers then like they do now - all this undertaker did was to wash and dress people who died. Grandmother was a weaver, too. She made a special kind of cloth that she sold to people. She had three husbands, but they all died. Mother's father was the second one."

Observer: "Did your grandmother make a pretty good living in Poland?"

Operator No. 4: "Oh, yes, but she drank it all up. Mother used to come home and find her drunk and get a whipping."

Observer: "Does she still drink?"

Operator No. 4: (Looking very serious) "Oh yes - when she can get it. But mother doesn't let her."

Operator No. 4: "When my parents came to this country they had only been married a year. My oldest brother was born in Poland and the second about the time they landed."

Observer: "That must have been a bad trip for your mother."

Operator No. 4: "Yes, I guess it was. And they had a bad time for quite a while after they landed. They didn't know anything and people took advantage of them. My father worked for his brother on his brother's farm in Wisconsin for a while, and he made him work too hard for what he gave him, so they couldn't get ahead. When my family gets together we have the most interesting talks about the adventures they had when they came from Poland."

EH

INDIVIDUAL HISTORY INTERVIEWS

Oper. No. 5 - A.H.
Sept. 17, 1930.
9:10 A.M.

Observer to Oper. No. 5: "How did you happen to come to this country?"

Oper. No. 5: "Oh, I don't know, I just decided to come, and when I got ready, told my family I was coming."

Observer: "Did they mind?"

Oper. No. 5: "Yes, they didn't want me to come. But I wanted to come. I didn't have any brothers or sisters here, but I had a cousin in Chicago and a girl friend in Duluth and I thought if I didn't get along well in Chicago, I'd go to Duluth. I came all alone, on the boat, and on the train from New York. I stayed at my cousin's for 2½ years, then began working at the Western. It was pretty hard at first, and it was hard, coming, too, but I wasn't afraid and I didn't have any trouble."

Observer: "Were you engaged to [redacted] before you came?"

Oper. No. 5: "Oh no, but I knew him. We used to play together when we were young. But he came to this country when he was still a boy and I didn't know where he was."

Observer: "How did you happen to meet him? Wasn't it exciting?"

Oper. No. 5: "It sure was. I went to a party at some friends' ^{out} north and he was there and that's how I saw him the first time."

Oper. No. 5: "We want the landlord to paint our home this fall. We don't like to move though. It only takes five tons of coal to last us all winter."

Observer: "Five tons."

Oper. No. 5: "Yes, we only have four rooms downstairs and two upstairs. We sleep upstairs."

Oper. No. 5: "We have a little Ford."

Observer: "Do you drive?"

Oper. No. 5: "Oh, no, but I am going to try."

RELAY GROUP

Operator No. 1. - This girl lives at home with her parents, and seems to be free from any responsibilities. Is reticent with strangers but enjoys conversation with her acquaintances.

Nothing of an unusual nature has occurred that could be expected to influence her work.

Operator No. 2. - This operator feels the responsibility of the care and welfare of her father and brother. Mother died during Period No. 8, (seventh week). Sister had died just previous to her participation in the test. Is of a pleasant friendly type, but of an amiable nature. Father was out of employment during Periods Nos. 8, 9, 10 and 11.

Operator No. 3. - This operator has difficulty in getting money from her mother either for amusement or clothes. When in need of a dress her Aunt seems to have quite a bit to say and seems to influence her mother's decision. Is of a nervous type - tires easily. Likes to attend anything that will afford a degree of amusement. Goes to church every night for periods of weeks. During Period No. 10, (fifth week) was greatly concerned regarding her mother's health and thought her sister who makes less money should be required to stay at home and look after the mother instead of herself. Seems to receive less consideration than her sister.

Operator No. 4. - Is a jovial type. Content to stay at home and do housework or reading. Mother wants to know why she does not go out more. Has as much money to spend as she wants and can come and go without her parents caring.

Operator No. 5. - This girl is the oldest of the group. Was born in Norway where her parents still reside. Is quiet which is no doubt because she does not speak distinctly. Was married during the vacation period, Period No. 11.

Note: - Data covering ages, physical condition, etc., are to be found in the Progress Report, a copy of which was sent to you some time ago.