

## PRINCIPLES OF MANAGEMENT

### Page Number 42-51 (Scientific Management)

**Time: 35 mins.**

**Reading Time:10 mins.**

**M.M.:23**

#### SECTION-A

**Q.1.** The concept of work study techniques includes

- |                   |                       |   |
|-------------------|-----------------------|---|
| (a) Time study    | (b) Motion study      |   |
| (c) Fatigue study | (d) All of the above. | 1 |

**Q.2.** Taylor was an American Mechanical engineer who sought to improve industrial efficiency. **What was the Life time of F.W. Taylor?**

- |                  |                  |   |
|------------------|------------------|---|
| (a) 1856 to 1915 | (b) 1856 to 1935 |   |
| (c) 1856 to 1925 | (d) 1856 to 1905 | 1 |

**Q.3.** Ensures proper working condition of tools and machines is the role of \_\_\_\_\_.  
(Disciplinarian, Repair Boss, Instruction Card Clerk, Inspector) 1

**Q.4.** While selecting employees, Mr. Karan, HR Manager followed scientific procedures. He also arranged for the education and training of employees and also brought prosperity for the company and also help the employees to develop their existing capabilities.

**Identify the principle of Taylor highlighted in the above statement:**

- |   |   |
|---|---|
| (a) Science, not rule of thumb  |   |
| (b) Harmony not discord   |   |
| (c) Development of each and every person to his greatest efficiency and prosperity. |   |
| (d) Cooperation not individualism   | 1 |

**Q.5.** What is mental revolution according to Taylor?

- (a) It implies change of attitude.
- (b) The management and workers should not play the game of one upmanship.
- (c) Both management and workers require each other.
- (d) Workers should be paid more wages.

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**Q.6.** According to Taylor, "even a small production activity like loading pigs of iron into boxes can be scientifically planned and managed. This can result in tremendous savings of human energy as well as wastage of time and materials."

**Identify the related principle of scientific management.**

- (a) Harmony not discord
- (b) Science, not rule of thumb
- (c) Development of each and every person to his greatest efficiency and prosperity
- (d) None of the above

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**Q.7.** Same battery can be used in different mobile phones of a particular brand.

**This is an example of which of the following techniques of scientific management?**

- (a) Standardisation of work
- (b) Simplification of work
- (c) Method Study
- (d) Functional Foremanship

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## SECTION-B

**Q.8.** In XYZ Ltd. manager listens to any constructive suggestions made by the employees. Management and workers realized that they need each other and there is an equal division of work and responsibility between workers and management.

**Identify and explain the Principle of scientific management which is being followed by the company.**

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**Q.9.** Mr. Saksham is the CEO of "Perfect Shoe Limited". Before joining this company, he used to work as Management Expert. The peculiarity of Mr. Khan is that he observes very minutely every small or big activity. Likewise, he gives equal importance to what is said by every junior or senior person. He is not satisfied with the performance of the production department. This department discharges the function of both production and stock. Both the activities of the department are in a state of chaos. Mr. Khan took personal interest to scrutinize this dismal state of affair. He found that shoes of several sizes were being made. Some of the sizes were not needed. As a consequence, there was wastage of material, machines and manpower. It was the biggest weakness of the department. During the survey of production department, Mr. Khan also noticed that many persons while doing work was making certain movements that were least needed. It slowed down the pace of production. Mr. Khan was an experienced management expert. He knows that to utilize cent-percent production capacity of the employees they need be provided healthy and clean environment. He therefore, paid special attention to this aspect. Besides, he believes that whether male or female, they must be given equal facility, equal rights and equal opportunities for promotion.

**(a) State by which technique of scientific management wastage occurring in production department can be prevented.**

**(b) Explain the technique of scientific management used to enhance the pace of work in production department.**

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### SECTION-C

**Q.10.** Anshul owns a small scale factory where utility items are prepared from waste material like paper mache items, paper and cloth bags, decorative material etc. over the past few weeks, he was observing that the productivity of one of his very efficient worker, Ramdas, is going down. So he decides to probe into the matter and confronts Ramdas one day. On being asked, Ramdas shares with Anshul that he has deliberately slowed down in his work as many of the less efficient workers often pull his leg saying that there is no need for him to be more efficient when everybody is being paid at the same rate. Taking a lesson from this insight, Anshul decides to implement an incentive bonus plan so as to differentiate between efficient and inefficient workers. **Identify and explain the technique of Scientific Management discussed in the case study.**

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**Q.11.** Gaurika has been appointed as the chief organizer of a weeklong cultural event. Being a staunch follower of scientific management, she decides to execute her work putting into practice the various techniques of scientific management. On the basis of several observations, she is able to determine that the standard time taken by the security officers at the gate to check the credentials of each visitor is 30 seconds. So she decides to employ two persons on this job for every function along with other necessary support staff. She considers the fact that every day, the function will take place in three shifts of four hours each, therefore it is important to give breaks to the support staff even in a single shift to take her/his lunch etc. Moreover, on introspection, she determines that the best way to distribute refreshment boxes to the visitors will be to hand it over to them at the exit gate as it would help to save time and estimate any kind of confusion.

**Identify and explain the techniques of work study which have been put into practice by Gaurika.**

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