

## Worksheet-4

### Case Study and Value-Based Questions

**Q.1 : (a) Name and explain the principle of management in which workers should be encouraged to develop and carry out their plans for improvements in the organization.**

**(b) Name and Explain the techniques of scientific management which helps in eliminating unnecessary and diversity of products and thus results in saving cost.**

**Q.2 : A sales person is asked to finalize a deal with customer. The marketing manager allows him to give a discount of up-to 10% but the Finance Manager allows him to give discount of upto 25%. Which principle is violated here?**

**Q.3 : Principles of Taylor and Fayol are mutually complementary. One believed that the management should the gain with the workers while the other suggested that employees compensation should depend upon the earning capacity of the company and should give them a reasonable standard of living. Identify and explain the principles of management by Taylor and Fayol referred to in para?**

**Q.4 : A manager should have the right to punish a subordinate for wilfully not obeying a legitimate order but only after sufficient opportunity has been given to his/her case. Identify the principle of management highlighted here.**

**Q.5 : Fayol insists that good sense and experience are needed to ensure fairness to all employees who should be treated as fairly as possible. Identify the principle of management.**

**Q.6 : Voltech Ltd. is engaged in producing electricity from domestic garbage. There is almost equal division of work and responsibility between workers and management. The management even takes workers into confidence before taking important decisions. All the workers are satisfied as the behaviour of management is good.**

**(a) State and explain briefly the principles of management described in above para.**

**(b) Identify the value which the co. wants to communicate to the society.**

**Q.7 : 90% staff of 'Work Well Ltd.' consists of male employees. The female employees are employed for very basic jobs like receptionists etc. The management is of opinion that female employees cannot contribute at par with male employees. They pay much lesser salaries to female staff despite the fact that they work for same number of hours.**

**(a) Name the principles of management that is being violated here.**

**(b) State the values ignored by management of Work Well Ltd.(Any Two)**

**Q.8 : Production manager of Beta Ltd. took special care of the interest and ability of his subordinates while distributing work among them. He was of the firm opinion that a worker should be given one work again and again so that the workers were not doing their job quickly. On enquiry, he learnt that the workers worked non-stop which main cause of their slow speed. He immediately issued an order that during their working hours, the workers will have an interval to take rest.**

**(a) State the principle of management followed here? Explain.**

**(b) Which technique of scientific management is indicated in above para? Give reasons.**

**Q.9 : Nowadays in schools, students or parents can file complaints or requests to the respective class teachers and if needed class teacher may discuss the issue with head of department followed by vice-**

principal and if the issue is extremely serious it may taken to the principal. Which principle of management is indicated here? Explain it with its exception.

**Q.10 :** In your school, you observe that books are kept in office, chalks in the library and administrative files in the staff room:

**(a)** Which principle of Fayol is violated in this.

**(b)** As a manager what steps will you take to rectify the situation?

**Q.11:** Tina and Anshu completed their MBA and started working in a multinational company at the same level. Both are working hard. Anshu has the habit of backbiting and wrong reporting about his colleagues to impress the boss. All the employees in the organization know about it. At the time of performance appraisal also Tina's performance was rated better than Anshu. Even then their boss decided to promote Anshu stating that being a female, Tina will not be able to handle the complications of higher post.

**(a)** Identify and explain the principle of management that was not followed by this company.

**(b)** Identify the values being ignored.

**Q. 12:** In one of his principles, Taylor suggested that job performance should be based on scientific enquiry and not on will/wish or personal intuition of manager?

**(i)** Name that principle.

**(ii)** What values can be followed by using this principle?

**Q. 13:** In one of the principles of scientific management, Taylor emphasis that there should be equal division of work and responsibility between workers and management and management should work almost side by side with workers helping them:

**1.** Identify the principle.

**2.** State any other two scientific principles.

**Q. 14:** The management and workers have entered into an agreement that workers will do overtime to cover up losses of the company. In return the manager will increase the wages but management later refused to increase the wages.

Name the principle related to above situation.

**Q. 15:** The production department of Alpha Ltd. was not performing well on detailed analysis, it was observed that the workers of that department were overburdened. They were forced to work for longer hours without any break. So the management planned to replace the production manager. They appointed Mr. Hari as the new Production Manager. He observed the average worker and note down their times. He noted down the time they worked and the time they required to be fresh to join back the work. Based on this observation, he set the break intervals for workers. He gave small breaks to workers to recharge their energy.

**(i)** Name and explain the technique of scientific management used by Mr. Hari.

**(ii)** State the value which Mr. Hari wants to communicate to the society by allowing rest intervals to workers.