

Chapter 2 – Work-Oriented Methods

Review Questions

1. Describe time study and motion study. What has been the major criticism of such an approach to improving efficiency?
2. Describe an example of the distinction between what gets done and what the worker does (the example should not be one of those used in the book).
3. How is functional job analysis typically done (describe it according to the major building blocks, i.e., kinds of data collected, method of data collection, sources of information, units of analysis).
4. What is a task inventory? Describe the typical steps in the development of a task inventory.
5. What are some of the scales typically used in a task inventory? What informs the choice of scales, that is, why might you want to include some scales and not others?
6. Describe the critical incident technique. How does it typically work (kinds of data collected, method of data collection, sources of information, units of analysis)?
7. Describe one advantage that each of these has over the other three: time and motion study, functional job analysis, task inventory, critical incident technique. In other words, what does each provide you that the others do not, or in what circumstance would you be likely to choose one of these but not the others?
8. Define the following: therblig, data, people, things, work fields, methods verbs, MTEWA, MPSMS, CODAP, WPSS,