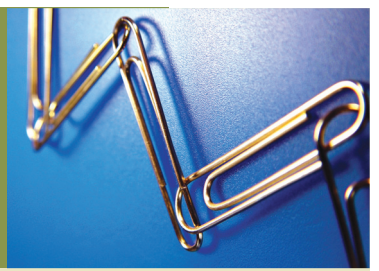


CHAPTER 13



Work design and organization

LEARNING OBJECTIVES

After studying the chapter content and working through the associated Management in Action panels, Employee Perspectives, Discussion Questions and Case Study, you should be able to:

- Understand the main approaches to the design of work within an organizational setting.
- Explain how work study attempts to influence job design activities and how changing the design of jobs can be a difficult process.
- Outline the interrelationship between technology and work organization.
- Assess the quality of working life movement and the use of quality circles as an influence on work organization.
- Discuss the Fordist and post-Fordist approaches to work organization.

