

**OLLSCOIL NA hÉIREANN, GAILLIMH
NATIONAL UNIVERSITY OF IRELAND, GALWAY**

SUMMER EXAMINATIONS 1999/2000

**HIGHER DIPLOMA IN APPLIED SCIENCE
(OCCUPATIONAL HEALTH AND HYGIENE)**

MANAGEMENT STUDIES and ERGONOMICS IE 876

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Time Allowed: THREE HOURS

Answer FIVE questions: Attempt TWO at least from Section A and Section B

SECTION A

1. Define management and describe the four functions of management. Give examples to illustrate each function.

AND

Write a short note on one of the management skills (listed below) required by a manager and discuss its relevance for managers and non-managers.

- (a) Conceptual skills
- (b) Human skills
- (c) Technical skills

2. Describe the market entry strategies business uses to develop foreign markets and outline the four stages in the globalisation process of a business.

OR

Identify and describe content and process theories of motivation and discuss how these theories have contributed to management thinking.

3. Discuss the six steps used in managerial decision making and outline guidelines for improving decision making effectiveness in organisations. Use an example to illustrate your answer.
4. Apply Daft's Dartboard's model (general and task environment) to an industry that you are familiar with and define corporate culture giving organisational examples.

Section B: Ergonomics

Question	Marks
Q.5 Write short notes on four of the following	5x4
<ul style="list-style-type: none">• The components of the Lifting Index of the NIOSH 1991 Lifting Equation• The Zone of Convenient Reach (ZCR)• Criteria and constraints in anthropometrics• Anthropometrics and seating• User-centred design• Carpal Tunnel Syndrome	
Q.6 Outline some approaches to reducing the risks associated with manual materials handling in industry. Use examples where appropriate to illustrate your answer.	20
Q.7 “Shiftwork is probably bad for the heart, almost certainly bad for the head and definitely bad for the gut!” Monk & Folkard (1992). <ul style="list-style-type: none">• In light of this statement, discuss the adverse health consequences of shiftwork• Outline ways of counteracting these effects	12 8
Q.8 Answer parts a & b	
(a) You are asked to select handtools for an industrial assembly task. What are the main criteria that would guide you in your selection? Explain the rationale for the criteria.	10
(b) Describe how Task Analysis is used in workstation assessment.	10