

(b) Constant contact has been maintained with this concern, and advice given on such matters as lighting and heating, methods of staff selection, methods of staff training, factory seating, &c.

(vii) *Engineering-factories.*—(a) An investigation into conditions of strain in employees. Slight reprimands, the whistling of men on the job, the grumblings of an old employee of over seventy years of age all seemed to have a greater irritating effect than they should. It was recommended that, as far as possible, hours should be kept below fifty-five per week; that as far as possible twelve-hour shifts should be avoided, that hours should be so planned, or other arrangements made, that the men all get at least one good meal each day. (Two scratch meals a day on four days a week are undoubtedly likely to cause ill health and strain if continued for a period).

(b) Reports on absenteeism and on ventilation. The report on absenteeism recommended steps for the reduction of fatigue, steps for the reduction of monotony, and an attempt to improve personnel relationships.

(c) Investigations into strained relationships among the girls employed in the office. Their quarrels were affecting the efficiency of the office and the relationships between the office and the works. All the girls were interviewed individually, and a satisfactory working arrangement was achieved without any of the girls having to be dismissed.

(d) Suggestions for improved design and layout of benches.

(e) A general discussion on personnel problems and working-conditions. This firm has, as a result, asked for a comprehensive survey to be made with a view to introducing improvements.

(viii) *Foodstuffs-factory.*—An investigation into the fatigue of girl workers engaged on food-preparation. Output curves obtained showed that the rate of work during the middle of the afternoon was 50 per cent. lower than at the beginning of the morning, a clear indication of fatigue and monotony. Fatigue was partly due to unsatisfactory design of benches and lack of adequate seating. Plans for new benches and seats were submitted. There was also some suggestion that poor heating was having an adverse effect on the output of the night shift during cold weather.

(ix) *Radio-factory.*—Measures suggested for coping with persistent lateness of staff.

(x) *Stationery-factory.*—Brief talk given to supervisory staff on methods of supervision and the duties of works supervisors.

(xi) *Woodworking-factory.*—An investigation into a high rate of absenteeism. The investigation showed that the high absence rate was mainly due to fatigue resulting from continued long hours, involving much work throughout the week-ends. Hours have now been reduced to fifty-three per week. Another cause of absenteeism was an alarmingly high accident rate, the equivalent of 50 per cent. of a staff of over one hundred men suffering from compensatable accidents within the year. An endeavour was made to persuade the management of the firm to establish a safety committee, with workers as representatives, and to appoint a part-time safety officer. Experience overseas has shown that these are necessary steps for an effective reduction of accidents. Unfortunately, the management could not agree to this, but rest pauses were introduced and other steps taken.

(b) *Co-operation with Government Vocational Guidance Centres*

Vocational guidance is closely linked to industrial psychology, and not unnaturally relations with the Vocational Guidance Centres have also been close.

In Christchurch arrangements have been made for Dr. Winterbourn to spend two half-days a week at the Centre to give psychological examinations to selected cases. Since this arrangement commenced at the middle of July some forty young persons have been examined and reported on. Dr. Winterbourn also planned a testing programme for primary-school leavers whose next step was causing the Vocational Guidance Officers some concern. The seventy-six examinations involved were carried out by voluntary workers, and the final recommendations made after joint consideration by the district Vocational Guidance Officer and Dr. Winterbourn.

Dr. E. Beaglehole has from time to time examined cases at the Wellington Centre.

In Auckland Mr. Churton has been elected to the Vocational Guidance Advisory Committee.

(c) *Work for the Armed Services*

Every endeavour has been made to give assistance to the Armed Services when requested to do so. On several occasions information has been supplied to both Army and Air Force about psychological work carried out in the Armed Services of other countries. There have also been carried out a number of practical investigations and experiments relating to the use of psychological tests for placement purposes involving the testing of about three hundred persons. One longer investigation involving a fortnight's field-work was carried out for the Army Education and Welfare Service and a report prepared.

IV. RELATIONS WITH OTHER BODIES

In all investigations the relationships with the Manufacturers' Federation and manufacturers' associations have been close. The secretaries of the associations have been of considerable assistance in preparing the way for investigations and in giving introductions to firms.

Relations with trade-unions have been friendly, and trade-union secretaries have called attention to a number of problems for investigation. As stated in Section III (a), the policy has been not to undertake investigations unless both management and the union in question are in agreement on the desirability of the investigation.

The Division has maintained contact and exchanged reports and information with the Industrial Welfare Division of the Australian Department of Labour and National Service, and the National Institute of Industrial Psychology, London.