

The Bachelor thesis „Reproducing Hawthorne experiments of Elton Mayo: case study of small group work efficiency“ describes research in a company. The goals of this thesis are reproducing the experiments made by Elton Mayo in Western Electric co. and finding efficient methods for improving the work efficiency. The research is experimental and covers thirteen weeks during which ten independent variables were tested. The variables were changing financial motivation, evaluation and work organization. The efficiency is measured by five service quality indicators. The interpretation also includes feedback from the participants and their manager. The most efficient arrangement was work organization tested in week 7 and it was implemented into company’s daily routine afterwards.

First the goals of the thesis and the research problem are introduced followed by theoretical background, selected methods of improving work efficiency used in the thesis. In the research section there is a part concerning methodology and group specifications and of course the research itself. In the conclusion there is a room for discussion and evaluation of the research goals and its success.