

**AMIETE – ET/CS/IT (OLD SCHEME)**

Code: AE16/AC17/AT20

Subject: INDUSTRIAL MANAGEMENT

Time: 3 Hours

Max. Marks: 100

**DECEMBER 2009****NOTE: There are 9 Questions in all.**

- **Question 1 is compulsory and carries 20 marks. Answer to Q.1 must be written in the space provided for it in the answer book supplied and nowhere else.**
- **Out of the remaining EIGHT Questions answer any FIVE Questions. Each question carries 16 marks.**
- **Any required data not explicitly given, may be suitably assumed and stated.**

**Q.1 Choose the correct or the best alternative in the following: (2x10)**

- a. The technique based on the principle that the persons in contact with the market know best about the future market trends.
- (A) Historic estimate                      (B) Sales force estimate  
(C) Trend line technique                (D) Market survey
- b. The tests used to discover an applicant's cleverness to work with hands and fingers when the job requires the skillful use of one's hands and body,
- (A) Aptitude tests                        (B) Intelligence tests  
(C) Personality tests                      (D) Dexterity tests
- c. The decisions that deals with unusual or exceptional problems.
- (A) Programmed decisions                (B) Routine decisions  
(C) Non-programmed decisions        (D) Policy decisions
- d. The Factories Act is applicable to a factory, when numbers of workers working are
- (A)  $\geq 8$                                       (B)  $\geq 9$   
(C)  $\geq 10$                                       (D)  $\geq 5$
- e. Administration expenses is an example of
- (A) Fixed costs                              (B) Variable costs  
(C) Semi variable costs                (D) Uncontrollable costs
- f. The manual that explains the duties and responsibilities of various departments
- (A) Policy manual                        (B) Operational manual  
(C) Organization manual                (D) Departmental practice manual

- g. The problem associated with *By function* method of departmentation is
- (A) Specialization of similar activities  
 (B) Concentration of similar activities  
 (C) Coordination of specialised activities  
 (D) None of the above
- h. The process by which the structure and allocation of jobs is determined
- (A) Organizing (B) Planning  
 (C) Staffing (D) Forecasting
- i. Which type of organization is used to handle a variety of projects, ranging from small to large
- (A) Matrix organization (B) Project organization  
 (C) Functional organization (D) Line and staff organization
- j. People associated with *Division of labour* in 1644 are
- (A) Babylonians (B) Chinese  
 (C) Hebrews (D) Greeks

---

**Answer any FIVE Questions out of EIGHT Questions.**  
**Each question carries 16 marks.**

---

- Q.2** a. What do you mean by productivity? Enlist the factors affecting productivity. (6)
- b. What are the components of productivity measurement system? (4)
- c. What is scheduling? What are the advantages, disadvantages and applications of a master schedule? (6)
- Q.3** a. State the characteristics of a good personnel policy. (4)
- b. Why training of employees is essential? Also discuss the different instructional methods of training. (12)
- Q.4** a. What is the importance of decision making? Also explain the theories of decision making. (6)
- b. Describe any four criteria for deciding the best from possible alternative solutions. (4)
- c. What is PERT and CPM? How they differ from each other? (6)
- Q.5** a. What is the necessity of permitting workers to participate in management? What are the conditions responsible for the success of worker's participation in management? (8)
- b. What are the prerequisites before starting a new factory? (3)
- c. What do you mean by collective bargaining? What are the steps involved in collective bargaining

process?

(5)

- Q.6** a. Define working capital. What are the sources and uses of working capital? (6)
- b. How debentures differ from shares? (4)
- c. What is matrix organization? What are its advantages and limitations? (6)
- Q.7** a. Differentiate between Marginal Cost, Differential Cost and Incremental Cost. Also state the four uses of differential cost. (3+2)
- b. What do you understand by fixed budget and variable budget? Explain with the help of an example. (5)
- c. Write short notes on the followings (any **THREE**): (6)
- (i) Sales management
- (ii) Product packaging
- (iii) Market research
- (iv) Sales forecasting
- Q.8** a. Discuss the concept and stages of conflict in an organization. (12)
- b. State the important propositions of Neo-classical organizational theory. (4)
- Q.9** a. Describe the process of management. (8)
- b. What are the functions of industrial manager? (4)
- c. Explain in brief the concept of zero defect and quality circle. (4)