

Code: A-16/C-17/T-20 Subject: INDUSTRIAL MANAGEMENT

Time: 3 Hours Max. Marks: 100

NOTE: There are 11 Questions in all.

Question 1 is compulsory and carries 16 marks. Answer to Q. 1. must be written in the space provided for it in the answer book supplied and nowhere else.

Answer any THREE Questions each from Part I and Part II. Each of these questions carries 14 marks.

Any required data not explicitly given, may be suitably assumed and stated.

Q.1 Choose the correct or best alternative in the following: (2x8)

- a. The principle of management that emphasizes the need for teamwork among employees is known as
(A) Equity of Treatment. (B) Espirit de Corps.
(C) Scalar Chain. (D) Unity of Direction.
- b. Top management level includes
(A) Board of Directors, Managing Directors, Chief Executive and General Manager.
(B) Board of Directors, Sales Executives, Production Executives and Finance Executives.
(C) Board of Directors, Superintendents, Branch Managers and General Foreman.
(D) Board of Directors, Foreman, Sales Managers and Production Managers.
- c. A combination of short statements that describe both the work to be performed and the essential requirements of the particular job is known as
(A) Job Evaluation. (B) Job Rotation.
(C) Job Description. (D) Job Assessment.
- d. The Industrial Disputes Act aims at settling disputes between
(A) Employees and Trade Union. (B) Employees and Employer.
(C) Employees and Public. (D) Employees and Government.
- e. The sum total of Direct Material Cost, Direct Labour Cost and Direct Expenses is
(A) Prime Cost. (B) Factory Cost.
(C) Cost of Production. (D) Total Cost.
- f. Method study and Work Measurement are components of
(A) Operation Analysis. (B) Network Analysis.
(C) Time Study. (D) Work Study.
- g. Decisions made in accordance with some habit, rule or procedure is called.
(A) Routine Decisions. (B) Policy Decisions.
(C) Programmed Decisions. (D) Non- Programmed Decisions.
- h. Samples, money-refund offers, contests and competition for consumers are

- (A) Sales Force Promotion Tools. (B) Consumer Promotion Tools.
(C) Trade Promotion Tools. (D) Retailer Promotion Tools

PART I

Answer any THREE Questions. Each question carries 14 marks.

Q.2 a. Discuss the causes of organisational change. (7)

b. What do you mean by Delegation of authority? What are its principles? (7)

Q.3 a. Explain Labour Turnover and give out its causes. (7)

b. Describe the steps involved in Collective Bargaining. (7)

Q.4 a. What do you mean by a Production or Manufacturing Budget? (7)

b. Define and explain the advantages of Work Study. (7)

Q.5 a. Explain morale and the factors affecting the morale of an employee. (7)

b. What are the functions of Marketing Management? (7)

Q.6 Write short notes on any **TWO** of the following: -

- (i) Matrix Organisation,
- (ii) Grievances Handling
- (iii) TQM
- (iv) Workers Participation in Management. (72=14)

PART II

Answer any THREE Questions. Each question carries 14 marks.

Q.7 a. Explain the skills required of a successful manager. (7)

b. Explain different types of decisions. (7)

Q.8 a. Describe the functions and objectives of Trade Unions. (7)

b. Explain the advantages and limitations of budgets. (7)

Q.9 a. Discuss the important provisions of Factories Act, 1948. (7)

b. Describe the barriers to successful communication. (7)

Q.10 a. Industrial Management involves guidance, leadership and control of a group of individuals towards some common goals of the industry. Discuss. (7)

b. Explain the objectives and characteristics of organisational development. (7)

Q.11 Write short notes on any **TWO** of the following:-

- (i) Line and Staff Organisation.
- (ii) Managerial Leadership.
- (iii) Effects of Indiscipline.
- (iv) Cost Benefit Analysis. (72=14)

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