1/12/12 Code: A-20

Code: AE16/AC17/AT20 Subject: INDUSTRIAL MANAGEMENT Time: 3 Hours Max. Marks: 100 DECEMBER 2008 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 best alternative in the following: (2x10)The technique based on the principle that the persons in contact with the market know best a. about the future market trends, is called (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 skilful use of one's hands and body is: (B) Intelligence tests (A) Aptitude tests (D) Dexterity tests (C) Personality tests c. The decisions that deals with unusual or exceptional problems is: (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)** ≥ 8 **(B)** ≥ 9 **(C)** ≥ 10**(D)** \geq 5 e. Administration expenses is an example of (A) Fixed costs **(B)** Variable costs (C) Semi variable costs **(D)** Uncontrollable costs The manual that explains the duties and responsibilities of various departments is called (A) Policy manual (B) Operational manual **(C)** Organization manual (**D**) Departmental practice manual The problem associated with method of departmentation is known as (A) Specialization of similar activities

(B) Concentration of similar activities

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		(C) Coordination of specialized activities(D) None of the above					
	h.	The process by which the structure and allocation of jobs is determined is called					
		(A) Organizing(C) Staffing	(B) Planning(D) Forecasting				
	i.	Which type of organization is used to handle a variety of projects, ranging from small to large?					
		(A) Matrix organization(C) Functional organization	(B) Project organization(D) Line and staff organization				
	j.	People associated with	in 1644 are				
		(A) Babylonians(C) Hebrews	(B) Chinese(D) Greeks				
Answer any FIVE Questions out of EIGHT Questions. Each question carries 16 marks.							
Q.2	a.	What do you mean by productivity	y? Enlist the factors affecting productivity.	(6)			
	b.	What are the components of prod	uctivity measurement system?	(4)			
	c. What is scheduling? What are the advantages, disadvantages and applications of a schedule? (6)						
Q.3	Q.3 a. Sate the characteristics of a good person		l personnel policy.	(4)			
		b. Why training of employees is training.	s essential? Also discuss the different instru (12)	uctional methods of			
Q.4		a. What is the importance making. (8)	of decision making? Also explain the th	neories of decision			
	b.	What is PERT and CPM? How d	o they differ from each other?	(8)			
Q.5		a. What is the necessity of per conditions responsible for management?	rmitting workers to participate in managen the success of worker's (8)	nent? What are the participation in			
	b.	What do you mean by collective	bargaining? What are the steps involved in o	collective bargaining			

(8)

process?

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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.	Why cost accounting is necessary?	(5)	
	b.	State the objectives of budgets.	(5)	
	c.	Write short notes on the followings:		
Q.8	a.	(i) Market research(ii) Sales forecastingDiscuss the concept and stages of conflict in an organization.	(6) (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)	