

Time: 3 Hours

**JUNE 2012**

Max. Marks: 100

**PLEASE WRITE YOUR ROLL NO. AT THE SPACE PROVIDED ON EACH PAGE IMMEDIATELY AFTER RECEIVING THE QUESTION PAPER.**

**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.
- The answer sheet for the Q.1 will be collected by the invigilator after 45 minutes of the commencement of the examination.
- 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: (2×10)**

a. Strategic planning is performed by:

- |                            |                              |
|----------------------------|------------------------------|
| (A) Top-level management   | (B) Middle-level management  |
| (C) Lower-level management | (D) All levels of management |

b. What styles are recommended for effective line management?

- (A) Policing style approach  
(B) Carrot and stick  
(C) Tutoring, coaching and mentoring  
(D) Command and control

c. The following four different approaches to management thinking were developed in the first half of the 20th century:

- (A) General administrative, globalisation, organizational behaviour, and quantitative.  
(B) General administrative, scientific management, organizational behaviour, and quantitative.  
(C) Scientific management, system approach, General administrative, and organisational behavior.  
(D) Scientific management, quantitative, General administrative, and contingency approach.

d. Frederick Taylor and Frank and Lillian Gilbreth were advocates of an approach to management involving the use of scientific method, known as:

- |                           |                          |
|---------------------------|--------------------------|
| (A) Scientific management | (B) System approach      |
| (C) Quantitative approach | (D) Contingency approach |

- e. Authority, discipline, unity of command, and unity of direction are:
- (A) Taylor's four principles of management.  
 (B) Principles of human relations movement.  
 (C) Four of Fayol's fourteen principles of management.  
 (D) Elements of Weber's ideal bureaucratic structure.
- f. \_\_\_\_\_ is based upon relative authority and responsibility rather than on the nature and kind of operation or activities.
- (A) Line organization                      (B) Line and staff organization  
 (C) Functional organization              (D) Decentralized organization
- g. \_\_\_\_\_ tests give an idea of mental quickness or quickness of perception and general knowledge of an applicant.
- (A) Performance                      (B) Aptitude  
 (C) Personality                      (D) Intelligence
- h. \_\_\_\_\_ attempts to determine the number of years in which the investment is expected to pay for itself.
- (A) Return on investment method  
 (B) Return on total capital employed method  
 (C) Pay-back method  
 (D) Present-value return on investment method
- i. A worker who has worked for \_\_\_\_\_ days or more during a calendar year shall be permitted leave with wages for a specified number of days during the subsequent calendar year, under the Factories Act, 1948.
- (A) 240                      (B) 182  
 (C) 280                      (D) 260
- j. Inventory procurement costs \_\_\_\_\_ as the ordered quantity increases.
- (A) Increase                      (B) Decrease  
 (C) Remain constant              (D) All of above

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

- Q.2** a. Explain the principles of management developed by Henri Fayol for the soundness and good working of the management. (8)
- b. What are the functions performed by different levels of management? (8)
- Q.3** a. What are the essential features of an organization? (4)

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- b. What are the considerations on which the span of control depends?
- c. What is an organization chart? What does an organization chart shows? (1+3)
- Q.4** a. What are the causes of an organizational change? (8)
- b. What are the factors which tend to lower or improve the employee morale? (8)
- Q.5** a. What are the various sources from which new employees can be recruited? (8)
- b. Why employees' training is required in an organization? (8)
- Q.6** a. What are the functions of trade unions? (8)
- b. What are the conditions for the success of worker's participation in management? (8)
- Q.7** a. What is productivity? How productivity of resources can be increased? (2+6)
- b. What are the advantages achieved through work measurement? (8)
- Q.8** a. What are the distinct phases of decision- making process? (8)
- b. What are the differences between debentures and shares? (4)
- c. What are the objectives of liquidity ratios? What are the two commonly used liquidity ratios? (2+2)
- Q.9** a. What is standard cost? What are the advantages of establishing standard cost? (2+4)
- b. What is budgetary control? What are the advantages of budgetary control? (2+4)
- c. What are the various market research techniques for collecting the data? (4)