

**DIPLOMA IN MECHANICAL ENGINEERING  
(DME)**

**Term-End Examination**

**00757**

**December, 2017**

**BME-044 : INDUSTRIAL MANAGEMENT**

*Time : 2 hours*

*Maximum Marks : 70*

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**Note :** Answer any *five* questions. All questions carry equal marks.

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1. Select the most suitable answers. **7×2=14**

- (a) \_\_\_\_\_ is a group of people, who are working for a common goal.
- (b) The findings of \_\_\_\_\_ experiments, stimulated Human Relations Approach.
- (c) Theory \_\_\_\_\_ assumes that average human being likes work and is willing to take responsibility.
- (d) \_\_\_\_\_ is a diagram of functions, departments and positions of an organisation and their relationship.

- (e) The process of staffing consists of
  - (i) Job Design
  - (ii) Motivating and Recruiting
  - (iii) Selection and Placement
- (f) The purpose of upward communication is
  - (i) Diffusion of policies
  - (ii) Feedback
  - (iii) Ideas for improvement
  - (iv) Coordination
- (g) Control is important because it
  - (i) Identifies the problem
  - (ii) Provides for adjustment in process
  - (iii) Organises effort to solve the problem

2. (a) What is Planning ? What are its characteristics ? 6

(b) Explain the terms — Policies, Procedures, Rules and Budget. 8

3. Explain with the help of neat sketches, Functional, Pure Project and Matrix forms of organisation. Discuss in detail, the benefits and drawbacks of matrix organisation. 14

4. What is an Industrial Dispute ? Discuss the machinery for investigating and settlement of industrial disputes. 14
5. Explain the major characteristics of Scientific Management and Human Relation School of thought. What are the limitations of each school of thought ? 14
6. Write short notes on any *four* of the following :
- $4 \times 3 \frac{1}{2} = 14$
- (a) Management Grid
  - (b) Herzberg's Motivational Theory
  - (c) Virtual Organisation
  - (d) Factory Act, 1940
  - (e) Span of Control
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