

**DIPLOMA IN MECHANICAL ENGINEERING
(DME)**

Term-End Examination

June, 2018

00003

BME-044 : INDUSTRIAL MANAGEMENT

Time : 2 hours

Maximum Marks : 70

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

1. Fill up the blanks (Choose the correct choice already given in brackets) : $7 \times 2 = 14$
- (a) A leader has _____ powers, if he can punish members of his group.
(legitimate/reward/coercive)
- (b) _____ was the father of scientific management school.
(Gantt/Taylor/McGregor)
- (c) _____ organisation has dual reporting system. (Functional/Matrix)
- (d) _____ define what should be done and what should not be done.
(Policies/Standards/Rules/Procedures)
- (e) _____ decisions are those which deal with unusual or unique problems.
(Programmed/Unprogrammed)

- (f) Exit interview is an example of _____ communication.
(downward/upward/lateral)
- (g) _____ style of leadership is suitable for the Army. (Democratic/Authoritarian)
2. What is control ? Why is it important ? Discuss some control areas and techniques/aids used for control. 4+4+6=14
3. (a) Define leadership. What are the various bases of power which influence the behaviour of subordinates to the directions of the leader ? 7
- (b) Explain the steps involved in planning and reasons for planning. 7
4. Discuss Maslow's Need theory of motivation. How does it differ from Herzberg's Two-factor theory ? 14
5. What is the purpose of communication ? Discuss giving examples, various types of communication that flow in an organisation. 14
6. Differentiate between any **two** of the following : 7+7=14
- (a) Centralisation and Decentralisation
- (b) Responsibility, Accountability and Authority
- (c) Mechanistic and Organic structures