

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF INDUSTRIAL TECHNOLOGY

DEPARTMENT OF INDUSTRIAL ENGINEERING

INDUSTRIAL MANAGEMENT II – TIE 3216

2nd SEMESTER EXAMINATIONS APRIL/MAY 2000

Time Allowed: 3 Hours

Answer FOUR questions.

Each question carries 25 marks

-
- Qu. 1 Discuss what is involved in the Leading Process and give examples. [25]
- Qu. 2 What are the characteristics of the HERZBERG theory of motivation (Hygiene Factors/Motivators) [25]
- Qu. 3 Describe the following three views to conflict and their characteristics:
- a. Modern view
 - b. Traditional view
 - b. Interactionist view [25]
- Qu. 4 In the resolution of Industrial Conflict the following methods are used:
- Preventive legislation
 - Conciliation
 - Mediation
 - Arbitration
- Describe their characteristics and relevance in Conflict Management. [25]
- Qu. 5 Illustrate the relevance of PARETO Principle (80/20 principle) as a control tool. [25]
- Qu. 6 The control process involves a number of activities. List these and give examples. [25]
- Qu. 7 What is the role of the following groups in industrial relations
- Government
 - Management
 - The Workers [25]
- Qu. 8 Explain with examples, levels at which conditions of service are determined. [25]

End of Exam