

**W1-2-60-1-6**

## JOMO KENYATTA UNIVERSITY

**OF**

**AGRICULTURE AND TECHNOLOGY**

# University Examinations 2015/2016

**FOURTH YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY**

**BIT 2302 : INDUSTRIAL MANAGEMENT**

**DATE: DECEMBER 2015 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER**

**TWO QUESTIONS.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**QUESTION ONE (30 MARKS)**

(a) Industrial management requires ample application of technology. Explain the role of technology in industries. [10 marks]

(b) Briefly explain the following terms as used in industrial management:

1. Operation design. [3 marks]
2. Operation systems and layouts. [3 marks]
3. Operation scheduling. [3 marks]

(c) Industrial management is different from general management. Explain. [5 marks]

(d) Industrial management deals with people and materials. Discuss how it is an art and science at the same time. [6 marks]

**QUESTION TWO (20 MARKS)**

Make the following management decision on finance, marketing, logistics and strategic implication from the story below:

The sugar company you are working with has cash flow problem, workers have not been paid for 2 months, and it is September 2014. A distributor decides to give a cheque of Ksh. 50 million that can pay off workers but on condition that you supply sugar to him at current prices. The capacity of the factory is 10,000 a month. Sugar prices rise from September to December, sugar expiry period is four months. [20 marks]

**QUESTION THREE (20 MARKS)**

(a) Discuss methods of measuring human resource performance in an industry.

[8 marks]

(b) Marketing requires strong customer service. Develop an integrated customer relationship system that checks on lead time from order, time of delivery and feedback. [12 marks]

**QUESTION FOUR (20 MARKS)**

(a) The industrial thought has evolved over time. Briefly discuss the industrial revolution of the 1860s. [10 marks]

(b) Explain briefly the contribution of the following theories of industrial management:

[10 marks]

1. Classical.
2. Neo classical.
3. Contingency.
4. Modern organization theory.

**QUESTION FIVE (20 MARKS)**

Discuss the contribution of four of the following management features:

(a) F. W. Taylor. [5 marks]

(b) Elton Mayo. [5 marks]

(c) Henry Fayol. [5 marks]

(d) Karl Marx. [5 marks]

(e) Max Weber. [5 marks]

(f) Abraham Maslow. [5 marks]