THE KENYA POLYTECHNIC UNIVERSITY
COLLEGE
DEPARTMENT OF INSTITUTIONAL MANAGEMENT
DIPLOMA IN CLOTHING TECHNOLOGY
END OF YEAR II EXAMINATIONS
NOVEMBER 2007 SERIES

INDUSTRIAL ORGANIZATION AND MANAGEMENT
TIME: 2 ½ HOURS

Instructions to Candidates

Answer any FIVE of the following SIX questions
All questions carry equal marks

This paper consists of 2 printed pages

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1. a) Explain the following terms;
   i) Storage costs (2 marks)
   ii) Procurement (2 marks)
   iii) Trade union (2 marks)
   iv) Plant layout (2 marks)
   v) Human relations (2 marks)

   b) Explain the procurement procedure in a central store. (10 marks)

2. Explain FIVE functions of each of the following;
   i) The federation of Kenya Employers (10 marks)
   ii) The Central Organization of Trade Unions (10 marks)

3. a) Explain the concept “employee participation in management.” (2 marks)

   b) i) Outline FOUR factors which can determine the success of a strike. (4 marks)
   ii) Describe any FIVE forms of strikes. (10 marks)

   c) Highlight FOUR disadvantages of decentralizing stores. (4 marks)

4. a) Discuss THREE ways in which the management can help reduce the frequency of accidents. (10 marks)

   b) Explain FIVE objectives of trade unions. (10 marks)

5. a) Explain FIVE causes of grievances among employees. (10 marks)

   b) Describe FIVE safety precautions in a storage facility. (10 marks)

6. a) Discuss the following maintenance systems;

   i) Preventive (3 marks)
   ii) Breakdown (3 marks)

   b) Explain FIVE factors to bear in mind when planning a production layout. (10 marks)

   c) Outline FOUR functions of a storekeeper. (4 marks)