



## **BPN2023: INDUSTRIAL ENGINEERING**

### **REVIEW OF CHAPTER 3: ORGANIZATION & MANPOWER MANAGEMENT**

#### **Direction:**

With hand writing, answer the following questions. You are required to submit the answer no later than 13 July 2017.

#### **Questions:**

1. Define
  - a. Organization
  - b. Management
  - c. Human resource management (HRM)
2. Distinguish
  - a. Efficiency and effectiveness.
  - b. Leader and manager.
3. There are four managerial levels (top, middle, first-line, and non-managerial employees). Differentiate the four levels.
4. Explain FOUR (4) managerial functions.
5. There are three managerial roles, namely interpersonal, decisional, and informational roles. Distinguish all the three roles.
6. Distinguish three types of organizational structure (functional, divisional, and matrix structure).
7. HRM focuses on three functions; managerial, operative, and advisory functions. Explain the three functions.

8. Explain **THREE (3)** main characteristics of autocratic, laissez-faire, and participative leadership style.
9. There are four main styles of situational leadership, namely directing, coaching, supporting, and delegating. Explain characteristics of each style.