

Seat Number of Candidate: \_\_\_\_\_

University of Pune, Department of Management Sciences (PUMBA)

MBA++, Trimester – I, External Examination, Academic Year: 2013-2014

Subject Code: 101 Name of Subject: PPM

Marks: 50

Time: 3 Hrs

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**Instructions :-** Answer any FIVE questions.

Que 1: You have paid Rs 5000/- for an annual maintenance contract with the firm from which you purchased a P. C. for your office. You find their service very poor; they do not send their engineer in spite of repeated telephone calls and letters. Write a letter to the Customer Service Manager expressing your dissatisfaction with the service. (10 Marks)

Que 2: What is Planning and explain different steps involved in planning function by discussing suitable example. (10 Marks)

Que 3: Define Management control?  
Explain various techniques of control? (10 Marks)

Que 4: "Management is a multipurpose organ, manages a business, manages managers and manages workers & work" Discuss. (10 Marks)

Que 5: Define and explain the term Leadership? Describe Black & Mountain model of Leadership (10 Marks)

Que 6: Explain Maslow's need Hierarchy Theory. (10 Marks)