

University of Pune
Department of Management Sciences
MBA-BT Semester I
Mid-Semester Exam Sept 2013

101-Principles and Practices of Management

Maximum Marks: 40

Time: 2Hrs

Instructions: Answer Section 1 and 2 on separate answer sheets.

Section 1

Answer any two questions. Each question carries 15 marks

Q1. Explain planning function by giving relevant examples of steps in planning.

Q2. Describe Blake and Mouton Leadership style

Q3. Explain the following principles of Henry Fayol by giving examples.

- a) Discipline
- b) Order
- c) Scalar Chain
- d) Esprit de corps
- e) Unity of Command

Q4. Write short notes on any two:

- a) Mintzberg's different role of manager
- b) Systems Theory
- c) F.W.Taylor's contribution

Section 2

Answer any one question. Each question carries 10 marks

Q1. Differentiate between hearing and listening. Also explain

- a) Content listening
- b) Discriminating listening
- c) Critical listening
- d) Empathetic listening

Give suitable examples to support your answer.

Q2. Describe in details the qualities of a good communicator. Use examples to explain.