

University of Pune
Department of Management Sciences
MBA-BT Semester I
Mid-Semester Exam October 2011

101-Principles and Practices of Management

Maximum Marks: 40marks

Time: 2Hrs

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

Section 1

Answer any two questions. Each question carries 15 marks

Q1. “Planning Bridges the gap from where you are to where you want to go”- Explain.

Q2. Elaborate in details F. W. Taylor’s contribution to management.

Q3. Write Notes on Any Two

- a) Roles of a Manager
- b) Authority, responsibility and Accountability
- c) Line vs Staff

Section 2

Answer any one question. Each question carries 10 marks

Q1. Explain dos and don’ts to be a good listener. Also explain why empathy is an essential personal quality for both sender and receiver.

OR

Q2. Explain giving suitable examples

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