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**POST GRADUATE DIPLOMA IN
PHARMACEUTICAL SALES MANAGEMENT
(PGDPSM)**

Term-End Examination

June, 2016

MVE-005 : INTRODUCTION TO MANAGEMENT

Time : 3 hours

Maximum Marks : 75

Note : (i) *Attempt any five questions.*
(ii) *All questions carry equal marks.*

1. List the three levels of skills Katz talked of and explain any one of them. 15
2. (a) List and explain the three phases in decision making process. 7½
(b) Explain the process of strategy formulation. 7½
3. Define Organisational Climate (OC) and state its common dimensions. 15
4. Describe frustration as a cause of stress, discuss in detail as to how stress can be managed at an individual level. 15

5. State the personality related factors that lead to resistance to change. 15
6. (a) Explain the concept and objectives of executive development. 7½
(b) Discuss the types of analysis that help in identifying training needs. 7½
7. Explain the techniques used for manpower demand forecasting at the macro level. 15
8. Write short notes on **any two** of the following : 7½x2
(a) Theories of group formation
(b) Policies
(c) Control process
(d) Path-goal leadership theory.
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