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**MASTER OF BUSINESS ADMINISTRATION
RETAIL SERVICES (MBARS)**

Term-End Examination

December, 2013

**MRS-013 : LEADERSHIP AND CHANGE
MANAGEMENT**

Time : 3 hours

Maximum Marks : 100

Note : Attempt any five questions.

All questions carry equal marks.

1. What is importance of decision making in management ? What are different steps involved in it ? Explain. 20
2. What is difference between Transactional and Transformational Leadership ? Explain with example. 20
3. What is resistance to change ? How do you manage it ? 20
4. What is difference between Group and Team ? What are the benefits for working in a team ? 20
5. What are planned and unplanned change ? How do you manage unplanned change ? 20

6. Write short note on two of the following : 20
- (a) Contingency Theory of Leadership
 - (b) Managerial Grid
 - (c) Group Cohesiveness
 - (d) Innovation and Change
 - (e) Cross-Functional Team
7. How do you manage change ? Do you require 20
Manager or a Leader to manage change ?
8. What is dysfunctional conflict ? What are the 20
different approaches to manage it ?
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