

00988

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

**Term-End Examination
December, 2012**

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

Time : 3 hours

Maximum Marks : 100

Note : Answer any five questions. All questions carry equal marks.

1. How will you define leadership as a process of influence ? What are its various features ? 20
2. Explain with examples the three skill approach to leadership. 20
3. What is path-goal theory of leadership and how an employee progresses to his path goal ? What factors are taken into account by the leader in exercising his leadership styles ? 20
4. Explain the Transformational Leadership theory. 20
5. What are informal groups ? Described their features and discuss their merits and demerits. 20

6. What is a team ? Describe the teams that are found in organisations. 20
7. What are the leadership competencies you would look for in a manager ? Justify your answer. 20
8. Write short notes on :
- (a) Managing team conflict 10
 - (b) Planned organisational change 10
-