

00638

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

Term-End Examination

December, 2011

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

Time : 3 hours

Maximum Marks : 100

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

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1. (a) Why decision-making is fundamental to management process ? **10**
 - (b) Explain the Pros and Cons of the three decision-making models : **10**
 - Classical model
 - Administrative model
 - Political model

 2. Name any four major environmental changes confronting business organizations today : How should organizational leaders deal with these changes ? **20**

 3. (a) What is resistance to change and how does it affect organizational management processes ? **10**
 - (b) What steps can be initiated by organizational leaders to manage resistance to change ? **10**

4. (a) Is conflict good or bad ? Explain. 10
(b) Describe the Five approaches to conflict management. 10
5. "Good leaders are born as leaders". Critically examine this statement with reasons. 20
6. (a) What are the ways of developing team norms ? 10
(b) What are the roles of team members ? 10
7. (a) List and narrate the characteristics of effective teams. 10
(b) Explain Team Leadership Model. 10
8. Write short notes on *four* of the following : 20
(a) Trait approach
(b) Transactional leadership
(c) Servant leadership
(d) Path-goal Theory
(e) Managerial Grid
(f) Distributive Justice
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