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

Term-End Examination

June, 2011

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

Time : 3 hours

Maximum Marks : 100

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

1. How does workplace get affected by the changes in the environmental forces ? Identify any *four* environmental forces and explain their nature of impacts on the workplace. 20

2. (a) Describe the 'Skills of Effective Administrator' suggested by R.L. Katz. 10
(b) 'Human Skill' pervades all levels of the organization - substantiate. 10

3. 'Leading change is the most critical function of organizational leaders today'. Agree/Disagree ? Support your arguments with logic. 20

4. How does resistance to change affect organizational performance ? What can organizational leader do to manage resistance to change ? 20
5. (a) Explain Blake and Mouton's Managerial Grid. 10
(b) Why 9-9 leadership is the most preferred style ? 10
6. Write short notes any *four* of the following : 20
(a) Contingency Theory
(b) Directive leadership
(c) Situational leadership
(d) Transformational leadership
(e) Participative Management
(f) Path - Goal Theory
7. (a) Why decision - making is central to managerial effectiveness ? 10
(b) Describe the six steps in decision - making process. 10
8. (a) What are the differences between group and team ? 10
(b) Explain the five stages of team development. 10
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