

00869

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

**Term-End Examination**

**June, 2013**

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

*Time : 3 hours*

*Maximum Marks : 100*

*Note : Attempt any five questions.*

*All questions carry equal marks.*

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1. What is remittance to change ? How do you manage it ? 20
  2. What is difference between Transactional and Transformational Leadership ? Explain with example. 20
  3. How do you manage change ? Do you require Manager or a Leader to manage change ? 20
  4. Write short note on *any two* of the following : 20
    - (a) Contingency Theory of Leadership
    - (b) Managerial Grid
    - (c) Group Cohesiveness
    - (d) Innovation and Change
    - (e) Cross-Functional Team

5. What is dysfunctional conflict ? What are the different approaches to manage it ? 20
  6. What is difference between Group and Team ? What are the benefits for working in a team ? 20
  7. What is importance of decision making in management ? What are different steps involved in it ? Explain. 20
  8. What are planned and unplanned change ? How do you manage unplanned change ? 20
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