

Faculty of Management Studies

End Semester Examination May 2025

MS3EH11 Leadership Skills & Change Management

Programme	:	BBA	Branch/Specialisation	:	-
Duration	:	3 hours	Maximum Marks	:	60

Note: All questions are compulsory. Internal choices, if any, are indicated. Assume suitable data if necessary.
 Notations and symbols have their usual meaning.

Section 1 (Answer all question(s))

Q1. Leadership is different from management because-	Marks CO BL				
<input checked="" type="radio"/> Leadership focuses on inspiring people, while management focuses on processes <input type="radio"/> Managers do not need leadership skills	1 1 1				
Q2. Participative leadership has which of the following characteristics-	1 1 2				
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center; padding: 5px;">Rubric</th> <th style="text-align: center; padding: 5px;">Marks</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;"> (A) Believe success arises from leaders and staff working together (D) Seeks to involve staff in the decision-making process. BOTH ARE CORRECT </td> <td style="text-align: center; padding: 5px;">1</td> </tr> </tbody> </table>	Rubric	Marks	(A) Believe success arises from leaders and staff working together (D) Seeks to involve staff in the decision-making process. BOTH ARE CORRECT	1	
Rubric	Marks				
(A) Believe success arises from leaders and staff working together (D) Seeks to involve staff in the decision-making process. BOTH ARE CORRECT	1				
<input checked="" type="radio"/> Believe success arises from leaders and staff working together <input type="radio"/> Takes the view that rewards and punishment motivate staff	<input type="radio"/> Employs a clear chain of command <input type="radio"/> Seeks to involve staff in the decision-making process.				
Q3. Which leadership theory focuses on the leader's actions rather than traits?	1 2 2				
<input type="radio"/> Trait theory <input checked="" type="radio"/> Contingency theory	<input checked="" type="radio"/> Behavioral theory <input type="radio"/> Situational theory				
Q4. What is one characteristic of a Laissez-Faire leadership style?	1 2 2				
<input checked="" type="radio"/> A leader gives opinion only when asked <input type="radio"/> Everyone works together and participates together	<input type="radio"/> A leader takes charge <input type="radio"/> Nobody gives any suggestions or instructions together				
Q5. Which of the following is NOT an element of change?	1 2 1				
<input type="radio"/> Structure <input checked="" type="radio"/> Stagnation	<input type="radio"/> Strategy <input type="radio"/> Technology				
Q6. In Lewin's Change Model, the "Unfreeze" stage involves-	1 3 1				
<input type="radio"/> Implementing the new changes immediately <input checked="" type="radio"/> Preparing employees and breaking resistance to change	<input type="radio"/> Reinforcing the change after implementation <input type="radio"/> Returning to old practices				
Q7. Which of the following managerial techniques can help reduce resistance to change?	1 4 1				
<input type="radio"/> Imposing the change without explanation <input type="radio"/> Ignoring employee concerns	<input checked="" type="radio"/> Effective communication and employee involvement <input type="radio"/> Avoiding training and support				

- Q8.** When employees resist change, managers should- 1 5 2
- Listen to their concerns and address them
 - Force them to accept change without discussion
 - Ignore their feedback
 - Fire employees who disagree with the change
- Q9.** Group dynamics in changing refer to- 1 4 2
- The legal procedures of implementing change
 - The financial planning of change
 - The process of avoiding change
 - The way individuals within a team respond and adapt to change together
- Q10.** The learning process in change management helps employees to- 1 5 1
- Develop new skills and adapt to the new environment
 - Resist all changes
 - Avoid adapting to change
 - Reject innovation

Section 2 (Answer all question(s))

- Q11.** Explain the meaning of leadership with an example. Marks CO BL
2 1 1

Rubric	Marks
meaning of leadership examples	2

- Q12.** What are the key attributes of an effective leader? 3 2 1

Rubric	Marks
As per Explanation (any three)	3

- Q13. (a)** What is the difference between leadership and management? Give any five points for each. 5 2 1

Rubric	Marks
any 5 points As per Explanation	5

(OR)

- (b)** Discuss a real-world example of a successful leader. What leadership qualities contributed to their success?

Rubric	Marks
a real-world example of a successful leader leadership qualities contributed to their success	5

Section 3 (Answer all question(s))

- Q14.** How can an individual develop leadership qualities? Discuss with examples. Marks CO BL
2 2 1

Rubric	Marks
As per Explanation	2

Q15. (a) Explain the Trait Theory of leadership. What are its strengths and weaknesses?

8 3 2

Rubric	Marks
Trait Theory of leadership	8

(OR)

(b) Compare the three leadership styles: Autocratic, Democratic, and Laissez-Faire.

Rubric	Marks
three leadership styles: Autocratic, Democratic, and Laissez-Faire.	8

Section 4 (Answer all question(s))

Marks CO BL

2 4 2

Q16. What are the key elements involved in organizational change?

Rubric	Marks
Two key elements	2

Q17. (a) Explain how organizations can use force field analysis to manage resistance to change.

8 4 1

Rubric	Marks
Force Field Analysis to manage resistance to change.	8

(OR)

(b) Describe Lewin's Change Model and its three stages, with an examples.

Rubric	Marks
Lewin's Change Model and its three stages, with examples.	8

Section 5 (Answer all question(s))

Marks CO BL

2 4 1

Q18. Why do employees resist organizational change? Any two reasons.

Rubric	Marks
Any two reasons.	2

Q19. (a) What strategies can managers use to reduce resistance to change? Explain with examples.

8 4 2

Rubric	Marks
Various stratagies used by managers	8

(OR)

(b) What are the major challenges organizations face while implementing change?

Rubric	Marks
As per explaination	8

Section 6 (Answer all question(s))

Marks CO BL

4 4 1

Q20. What are the key individual dimensions of the change process?

Rubric	Marks
Any two reasons.	4

Q21. (a) What role does leadership play in managing resistance to change? Support your answer with real-world examples.

6 3 1

Rubric	Marks
leadership play in managing resistance to change	6

(OR)

(b) What are the best practices for preparing employees for long-term organizational change?

Rubric	Marks
best practices for preparing employees for long-term organizational change	6
