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Enrollment No.....



Faculty of Management Studies

End Sem Examination May-2024

MS3EH11 Leadership Skills & Change Management

Programme: BBA

Branch/Specialisation: Management

Duration: 3 Hrs.

Maximum Marks: 60

Note: All questions are compulsory. Internal choices, if any, are indicated. Answers of Q.1 (MCQs) should be written in full instead of only a, b, c or d. Assume suitable data if necessary. Notations and symbols have their usual meaning.

- Q.1 i. Regarding leadership, which statement is false? **1**
- (a) Leadership does not necessarily take place within a hierarchical structure of an organisation
 - (b) When people operate as leaders their role is always clearly established and defined
 - (c) Not every leader is a manager
 - (d) All of these
- ii. Identify the four main styles of leadership displayed by the manager which identified in Tannenbaum and Schmidt's continuum of possible leadership behaviour: **1**
- (a) Tells, help, joins and leads
 - (b) Commands, sells, consults and resists
 - (c) Tells, sells, consults and joins
 - (d) Commands, help, joins and leads
- iii. Contingency theories of leadership based upon: **1**
- (a) That there is no single style of leadership appropriate to all situations
 - (b) That there is a single style of leadership appropriate to all managers
 - (c) That there is a single style of leadership appropriate to all situations
 - (d) None of these

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- iv. _____ is the approaches to the study of leadership which emphasise the personality of the leader. **1**
 (a) Contingency theory (b) Group theory
 (c) Trait theory (d) Inspirational theory
- v. Model of leadership based on which aspects of a leader's decision is Vroom and Yetton's contingency? **1**
 (a) Decision acceptance (b) Decision quality
 (c) Both (a) and (b) (d) None of these
- vi. In French and Raven's model of social power, "connection power" is similar to- **1**
 (a) Expert power (b) Referent power
 (c) Coercive power (d) Reward power
- vii. Which of the following not a part of Lewin's change model? **1**
 (a) Identification of problem (b) Unfreezing
 (c) Refreezing (d) Moving
- viii. Managerial techniques to reduce resistance to change- **1**
 (a) Identify root causes of resistance
 (b) Listen to employees
 (c) Bad timing
 (d) All of these
- ix. Learning process is not a - **1**
 (a) Process of acquiring new understanding, knowledge, behavior, skill
 (b) Learning process is a transaction or a complex cooperative and personal relationship
 (c) System development
 (d) Change management
- x. Change management is a- **1**
 (a) Systematic approach to dealing
 (b) Transformational of an organization
 (c) Methods and manner
 (d) All of these
- Q.2 i. What is the introduction and meaning of leadership? Write definition. **2**
 ii. Write any six differences between leadership and management. **3**

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- iii. Explain types of leaders with suitable example. **5**
 OR iv. Explain factors influencing the leadership behavior. **5**
- Q.3 i. What do you mean by skills of leadership? **2**
 ii. What is the role of trait theory, behavioral theory, contingency theory in leadership development? Explain. **8**
 OR iii. Explain different styles of leadership. **8**
- Q.4 i. What is managing change? Write its elements to change. **2**
 ii. Explain the process of change management in brief. **8**
 OR iii. Define Lewin's change model and force field analysis. **8**
- Q.5 i. What type of managerial techniques follow to reduce resistance to change? **4**
 ii. Write the difference between evolutionary change and revolutionary change. **6**
 OR iii. Write steps for successful change management in brief. **6**
- Q.6 Attempt any two:
 i. What do you mean by social identity of organizational system and how to investigate it? **5**
 ii. Write short note:
 (a) Innovation and trends for the future
 (b) Groups dynamics in changing **5**
 iii. Explain individual dimensions of the change process individual reaction to the change process. **5**

Marking Scheme
Leadership Skills & Change Management (T) - MS3EH11 (T)

Q.1	i)	B		1
	ii)	C		1
	iii)	A		1
	iv)	C		1
	v)	C		1
	vi)	B		1
	vii)	D		1
	viii)	D		1
	ix)	B		1
	x)	D		1
Q.2	i.	The introduction Meaning of leadership	1 Mark 1 Mark	2
	ii.	Six difference management-	(0.5 Mark*6)	3
	iii.	Explain all types of leaders –	(1 Mark*5)	5
	OR iv.	Explain -Factors behavior.	(1 Mark*5)	5
Q.3	i.	What do you mean by skills of leadership-	2 Mark	2
	ii.	Role of trait explain-	(2 Mark*4)	8
OR	iii.	Different styles of leadership-	(2 Mark*4)	8

Q.4	i.	Managing Change Its Elements to change	1 Mark 1 Mark	2
	ii.	The Process of change management in brief-	(1 Mark*8)	8
OR	iii.	Define -..... field analysis.	(4 Mark*2)	8
Q.5	i.	Type of Managerial techniques change-	(1 Mark*4)	4
	ii.	Difference between change-	(1 Mark*6)	6
OR	iii.	Steps for successful in brief-	(1 Mark*6)	6
Q.6		Attempt any two:		
	i.	Social identity of organizational system- how to investigate it-	2.5 Marks 2.5 Marks	5
	ii.	1. Innovation and trends for the future 2. Groups dynamics in changing	2.5 Marks 2.5 Marks	5
	iii.	Explain -Individual process.	1 Mark*5	5
