



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))

Marks CO BL
1 1 1

Q1. Leadership is different from management because-

- ☒ Leadership focuses on inspiring people, while management focuses on processes
 ☐ Leadership is only about giving orders
☐ Managers do not need leadership skills
 ☐ Leadership is not needed in organizations

Q2. Participative leadership has which of the following characteristics-

1 1 2

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

- ☒ Believe success arises from leaders and staff working together
 ☐ Employs a clear chain of command
☐ Takes the view that rewards and punishment motivate staff
 ☐ 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

- ☐ Trait theory
 ☒ Behavioral theory
☐ Contingency theory
 ☐ Situational theory

Q4. What is one characteristic of a Laissez-Faire leadership style?

1 2 2

- ☒ A leader gives opinion only when asked
 ☐ A leader takes charge
☐ Everyone works together and participates together
 ☐ Nobody gives any suggestions or instructions

Q5. Which of the following is NOT an element of change?

1 2 1

- ☐ Structure
 ☐ Strategy
☒ Stagnation
 ☐ Technology

Q6. In Lewin's Change Model, the "Unfreeze" stage involves-

1 3 1

- ☐ Implementing the new changes immediately
 ☐ Reinforcing the change after implementation
☒ Preparing employees and breaking resistance to change
 ☐ Returning to old practices

Q7. Which of the following managerial techniques can help reduce resistance to change?

1 4 1

- ☐ Imposing the change without explanation
 ☒ Effective communication and employee involvement
☐ Ignoring employee concerns
 ☐ 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 process of avoiding change
- ☐ The financial planning of 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
 ☐ Avoid adapting to change
- ☐ Resist all changes
 ☐ Reject innovation

Section 2 (Answer all question(s))

Marks CO BL

- Q11.** Explain the meaning of leadership with an example. 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))

Marks CO BL

- Q14.** How can an individual develop leadership qualities? Discuss with examples. 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

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

2 4 2

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

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

2 4 1

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 strategies used by managers	8

(OR)

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

Rubric	Marks
As per explanation	8

Section 6 (Answer all question(s))

Marks CO BL

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

4 4 1

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
