

3M3024

Roll No. \_\_\_\_\_

Total No of Pages: **2**

**3M3024**

**M. B. A. III Sem. (Main) Exam., Jan. 2016**

**Human Resource Management**

**M-332 Leadership Skills & Change Management**

**Time: 3 Hours**

**Maximum Marks: 70**

**Min. Passing Marks: 28**

*Instructions to Candidates:*

- (i) *The question paper is divided in two sections.*
- (ii) *There are sections A & B. Section A contains 6 questions out of which the candidate is required to attempt any 4 questions. Section B contains short case study / application based question which is **compulsory**.*
- (iii) *All questions carry **equal** marks.*

1. NIL

2. NIL

**SECTION-A**

- Q.1 Explain the concept of leadership? What are the various attributes of being an effective leader? [14]
- Q.2 Describe the various styles of leadership in detail? [14]
- Q.3 Write a short note of E-Commerce environment? [14]
- Q.4 Explain the various approaches to change? [14]
- Q.5 Define the various leadership approaches that faster team performance? [14]

[3M3024]

Page 1 of 2

[620]

- Q.6 Explain the process of change adopted by a leader with special reference to Kurt Levin field forces of change? [14]

### SECTION-B

- Q.7 In 1990, Sanjay a Chartered Accountant was elected as the Chairman of Promising Life Insurance Company, which was at the time the largest Life Insurance Company in the country. During the next 5 years, however, while its business increased, it did not grow as fast as its major competitors, and Promising Company dropped from 3<sup>rd</sup> to 6<sup>th</sup> place.

This naturally perturbed Sanjay, as it did the Board of Directors of the Company. Finally, after deliberations, the Board of Directors concluded that the lack of leadership in the sales of both ordinary life policies and group life insurance was major cause of slow progress. It was concluded that two directors incharge of sales in there two major areas of business were competent executives and leaders but the district managers working under them were not very competent leaders.

Sanjay called these two Directors and asked them to ensure strong leadership at regional and district level or else quit their jobs. As these Directors left the meeting with the Chairmen, one Director told the other, "Now, just how do we make people leaders? How can we be sure whether or not a person is a leader? You know this is a tough job".

Read and analyse the above case and answer the questions:

- (a) If you were one of the Director, how would you have answered the other Director had raised? [7]
- (b) What would you do about developing strong leaders? [7]