

Reg No.: _____

Name: _____

APJ ABDUL KALAM TECHNOLOGICAL UNIVERSITY

Fifth Trimester MBA Degree Regular and Supplementary Examination April 2021

Course Code: HR-T5-9**Course Name: LEADERSHIP, POWER AND INFLUENCE**

Max. Marks: 60

Duration: 3 Hours

PART A*Answer all questions. Each question carries 2 marks*

- 1 Define Charismatic Leadership.
- 2 What is Value Based Decision Making?
- 3 What is Crisis of Malevolence?
- 4 List the features of organisational Politics.
- 5 Define Influence.

(5x2 marks = 10 marks)

PART B*Answer any 3 questions. Each question carries 10 marks*

- 6 a) Elaborate the different forms of Power. (10)
- 7 a) Explain types of Crisis Management in an organization. (10)
- 8 a) State the Approaches to Leadership. (10)
- 9 a) List out the Theories of Ethical Leadership. (10)
- 10 a) Critique the different types of Leadership Styles. (10)

(3x10 marks = 30 marks)

PART C*Compulsory question, the question carries 20 marks*

- 11 Tesco is a customer-orientated business. It aims to offer products that provide value for money for its customers and to deliver high-quality service. Tesco wants to attract new customers, but it also wants to keep its existing customers happy. Building customer loyalty is a cost-effective strategy to grow the business. This is because satisfied customers are a good advert for the business.

Tesco has more than a 30% market share of the UK grocery market, nearly double that of its nearest rival. In its 2009/2010 financial year, Tesco earned

revenues of £38.6 billion in the UK and employed more than 280,000 people. To keep at the top of its game and to maintain its number one spot in the market, the company needs skilled staff at all levels and in all roles.

Roles in Tesco range from business development, supply chain management and marketing to finance, store operations and personnel management. Each area of expertise requires leadership and management skills. Tesco aims to develop the leadership qualities of its people throughout the organisation, from administrators and customer assistants to the board of directors. It adopts a similar approach to leadership development for staff at all levels. This is in line with Tesco's employment philosophy: 'We believe in treating each other with respect, with everyone having an equal opportunity to get on, ensuring Tesco is a great place to work.'

1. Explain the difference between Management and Leadership? (5 marks)
2. List the different types of Leadership types/styles with reference to Tesco's leadership framework, in order to develop the qualities of leadership needed at every level in the business. (15 marks)

(20 marks)
