Leadership and Change Management Questions

1. Samuel is a leader known for building personal relationships with his employees. His leadership influence comes mostly from:

   A. Coercive power
   C. Interpersonal power
   B. Expert power
   D. Positional authority

2. A good leader with exemplary character is expected to:

   A. Be highly skilled technically
   C. Be quiet and reserved
   B. Demonstrate honesty and integrity
   D. Focus on being popular

3. A supervisor uses rewards and bonuses to encourage team performance. This is an example of:

   A. Expert power
   C. Interpersonal power
   B. Positional power
   D. Reward power

4. Leadership can be described as a process because it:

   A. Happens only during crises
   B. Requires formal authority
   C. Involves ongoing interaction between people
   D. Always follows company policy

5. Good leadership can be observed when:

   A. There is direction, alignment, and commitment
   B. The leader makes all decisions alone
   C. Only top managers are involved
   D. Employees are forced to comply

6. A bank manager leads by following rules strictly and escalating issues as needed. This describes:

   A. Charismatic leadership
   C. Bureaucratic leadership
   B. Reward leadership
   D. Visionary leadership

7. According to Trait Theory, which of the following traits is least likely to be associated with leadership success?

   A. Self-confidence
   C. Sociability
   B. Emotional instability
   D. Intelligence

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8. Azeb is promoted to lead a team that includes both fresh graduates and senior staff. She notices each group responds differently to her leadership, so she adapts her communication style and decision-making approach accordingly. What type of leadership is Azeb demonstrating?

A. Autocratic leadership
C. Laissez-faire leadership
B. Transactional leadership
D. Situational leadership

9. A manager allows her experienced team to handle projects on their own and only steps in when needed. This leadership style is best described as:

A. Democratic
C. Laissez-faire
B. Task-oriented
D. Bureaucratic

10. A project manager regularly invites team members to participate in decision-making, encourages open discussions, and ensures that each person's opinion is considered before taking action. What leadership style is the manager using?

A. Democratic
C. Autocratic
B. Charismatic
D. Laissez-faire

11. A leader motivates employees by creating a strong vision, inspiring them to pursue ambitious goals, and coaching individuals to grow beyond their current capabilities. This best represents which leadership style?

A. Transactional
C. Bureaucratic
B. Transformational
D. Task-oriented

12. A factory supervisor makes all decisions and expects strict obedience. This leadership style is:

A. Autocratic
C. People-oriented
B. Transformational
D. Servant

13. Charismatic leadership relies mostly on:

A. Formal policies
C. Team consensus
B. Personal charm and energy
D. Technical knowledge

14. Which leadership style focuses on guiding followers through ethical service and empowering others?

A. Servant leadership
C. Autocratic leadership
B. Bureaucratic leadership
D. Laissez-faire leadership

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15. A leader rewards employees when they meet targets and penalizes them when they don't. This is an example of:

A. Transformational leadership
C. Transactional leadership
B. Servant leadership
D. Visionary leadership

16. Which leadership theory shifted the focus from "who leaders are" to "what leaders do"?

A. Great Man Theory
C. Behavioral Theory
B. Trait Theory
D. Servant Theory

17. A company preparing for a major software upgrade begins by communicating the need for change, challenging outdated systems, and encouraging staff to reflect on inefficiencies in their current workflow. According to Lewin's change model, which phase is this?

A. Changing
C. Implementing
B. Refreezing
D. Unfreezing

18. Which stage in Lewin's model involves integrating new behaviors into daily routines?

A. Changing
C. Unfreezing
B. Refreezing
D. Preparation

19. Which change type focuses on modifying the organization's values and behaviors?

A. Structural change
C. Cultural change
B. Cost-cutting
D. Financial change

20. An employee accepts a new behavior because she believes in its value, not because of pressure. This is an example of:

A. Compliance
C. Coercion
B. Identification
D. Internalization

21. Which of the following best defines Kaizen?

A. Radical, one-time change
B. Slow communication channels
C. Strict enforcement of top-down policies
D. Continuous small improvements by everyone

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22. After identifying bottlenecks in its procurement process, a firm maps out current steps, benchmarks with top-performing competitors, and completely reengineers the workflow for better efficiency. This approach reflects which change method?

A. Total Quality Management
C. Incremental improvement
B. Business Process Reengineering
D. Cultural change

23. An organization introduces new safety policies in response to government pressure. This is an example of change driven by:

A. Employee resistance
C. External forces
B. Internal learning
D. Informal gossip

24. A tech company decides to redesign its entire customer service department, introduces AI-powered tools, and restructures job roles across multiple teams. This significant, top-down transformation is best described as what type of change?

A. Revolutionary change
C. Evolutionary change
B. Sub-system changes
D. Informal change

25. An organization updates job roles, restructures teams, and rolls out new software across all departments. What type of change is this?

A. Organizational-wide change
C. Sub-system changes
B. Structural change
D. Informal change

26. Which of the following is NOT a typical feature of BPR?

A. Fundamental questioning of processes
B. Small incremental adjustments
C. Radical improvements
D. Rethinking core operations

27. A company is suddenly forced to close several stores due to a government lockdown. This situation reflects:

A. Planned change
C. Unplanned change
B. Cultural change
D. Internal change

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28. A new manager believes that mild disagreement among team members can lead to better decisions and fresh ideas. He encourages respectful debate and diverse viewpoints during meetings. This reflects which modern perspective on conflict?

A. Conflict is always negative and should be avoided

B. Conflict should be eliminated with strict policies

C. Conflict only arises from poor leadership

D. Conflict is natural and can be constructive

29. An employee feels torn between doing what their supervisor wants and what their peers expect. This is an example of:

A. Group conflict

B. Role conflict

C. Organizational conflict

D. Task conflict

30. When one party gives in to another's wishes to maintain peace, it is called:

A. Compromising

B. Avoiding

C. Collaborating

D. Accommodating

31. Two employees disagree about how to complete a task. Both want their method used. This is an example of:

A. Inter-group conflict

B. Intra-personal conflict

C. Interpersonal conflict

D. Strategic conflict

32. A supervisor notices growing tension between two teams due to overlapping responsibilities. Instead of ignoring the issue, she brings both teams together to openly discuss their concerns and works toward a solution that benefits both sides. What conflict management style is she using?

A. Avoiding

B. Competing

C. Accommodating

D. Collaborating

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