

**JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA**  
**PGDM (G / SM / M)**  
**FIRST TRIMESTER (Batch 2021-23)**  
**END-TERM EXAMINATION, OCTOBER, 2021**

Course Name	<b>Organizational Behavior</b>	Course Code	<b>20301</b>
Max. Time	<b>2 Hours</b>	Max. Marks	<b>40 Marks</b>

**INSTRUCTIONS:**

- a. All questions are mandatory to answer.
- b. Please write legibly and precisely with examples.

**Q.1.** Does "Personality" impact decision making?

There was a product launch event that had to take place on busy week day of August, 2021 at a mall situated at Indirapuram (Ghaziabad). The event was planned with lots of fun-filled activity for the customers during the launch, aspiring the company for grand launch of their new product "MyX" (a smart house-hold assistant for working wives) across the mall space, especially at the outdoor area of mall. Unfortunately, on the day of launch, Noida saw very heavy rainfall, spoiling the company's grand launch ceremony of much hyped product. # In the backdrop of Big Five Model of Personality, relate, how various individuals (Managers, Executive, Support Staff, Vendor Reps. etc.) as a part of product launch team would have acted if they were governed by the high/low degrees of big five dimensions. **(10 marks)**

**Q.2.** Its Diwali time and *WeMart* has its ball rolling for the customers' shopping spree. Starting from a week before with the major offers on almost all range of products, the footfall at the mall in general and at *WeMart* in particular, was just staggering. Every department, section sub-section had been working very hard to achieve its target and aspiring to break all the previous records, given the last year as a dampener due to COVID-19 restrictions. Amidst the set stage, the business verticals and HR department were having a tough time in fixing few critical issues which were signaling some foul smell. Out of 15 customer reps. in textile section 5 were reported to be not available for duties on the upcoming weekend sales. Some of them were down with dengue fever and another department reported to be planning for the leaves on the pre-night of Diwali. HR Operations Incharge Ms. Tina was trying her best to respond to the crisis, however, Section Managers were going berserk when they were seeing the current crisis and immediate debacle on the Diwali targets. Due to the very nature of jobs, part-time customer service agents were not on the cards of hiring. All this leading to a dreadful situation, business vertical managers and HR had set a date with Store Manager. # If you were the leader of the two, apply your choice of strategies managing conflict and team work as mentioned in the above scenario. **(10 marks)**

**Q.3** Analyze the below given workplace situation and use Transactional Analysis framework for developing sound and enduring interpersonal relationships between the individuals to overcome the crisis of falling short on human relations. **(10 marks)**

**John:** Meetings, meetings and meetings, I'm clueless as to what these meetings are up to, I'm not seeing any end to these, just "Pastimes"...

**Jaya:** (Shouting back at John), firstly you're a regular defaulter on all the previous deadlines, we are already on the brink of denied our team incentives due to falling short on our targets and now, you are complaining about meetings, yes, that's the way we've to fix it... If you've problems, let's better talk to our Manager...

**John:** Oh, I see, so you've grudge on me because, I missed those, aren't there others, who also miss deadlines? Previous to last weekend, I only went to see my clients and Jaya, you must know, it was just a day before Dussehra, I too could've taken leaves...

**Jaya:** See, I'm not here to settle score with you by counting such incidents, don't you see John, it's going to rip our team apart, we might get out of jobs, let alone incentives...

**John:** I don't know, what you mean, the company needs business, I'm trying my best, but that's my limit, I'm not from a top B-school, who would turn the fate of my company overnight... Will see and talk day after tomorrow, after all bosses should also know our differences...

**Boss:** (In the meeting addressing John and Jaya), quarter one's results are very interesting... Hope you understand the consequences...

**Q.4.** Leadership theories based on traits, behavior and contingency are all subject to application in different business situation. Apply Hersey & Blanchard's Situational Theory of Leadership for a given business scenario at an organization of your choice. Draw neat diagrams wherever it's important to exemplify. **(10 marks)**

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**REPORT ON THE END-TERM EXAM. QUESTION PAPER REVIEW/MODERATION**

<b>Program &amp; Batch:</b>	<b>Anchor/Course Faculty: Shalini Srivastava</b>
<b>Course Name &amp; Code: 20301</b>	<b>Reviewer 1: Pragya Gupta</b>
<b>Term: I Set: 1</b>	<b>Reviewer 2:</b>

Sl. No.	Academic Check-list	Yes / No	Remarks/Comments
1	<b>CLO Mapping:</b> Whether the questions assess the understanding or skill as stated w.r.t. the Course Learning Outcome (CLO) for the End-term exam.?	Y	
2	<b>RBT Alignment:</b> Whether the question verbs are aligned with Revised Blooms Taxonomy (RBT) framework?	Y	
3	<b>Marks Allocation:</b> Where a question has several parts, does it indicate how marks are allocated to each part?		The marks bifurcation would help students address each part of the question in a precise fashion – Q4
4	<b>Time Mapping:</b> Whether questions set, can be answered with reasonable depth in the stipulated available time?	Y	
5	<b>Instructions:</b> Whether the Instructions to students provide necessary guidance to students in answering the questions?	Y	

Sl. No.	General Checklist	Yes / No	Remarks/Comments
1	<b>Standard Format:</b> Has the format of the question paper (which refers to the course, batch, term, month of the exam, time duration and total marks) been correctly adhered to?	Y	Suggested to mention "Main" or "Reappear" QP sets on the top of the question paper - to make it clear
2	<b>Language:</b> Whether the language used to frame the questions is clear and unambiguous?	Y	
3	<b>Total Marks:</b> Whether the marks of the entire paper add up to the total marks given in the exam. paper?	Y	
4	<b>Additional Material:</b> Whether any additional material required to provide answers (such as a tables, charts etc.) are provided with the question-paper?	Y	
5	<b>Spellos/Typos:</b> Whether the question paper is free from any grammatical / typographical errors?	Y	

(Signature of the Anchor Faculty/Instructor)

Date:

(Signature of the Reviewer 1)

Date:

(Signature of the Reviewer 2)

Date:

  
 21/10/21

  
 20/10/21