

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

Course Name	Organizational Behavior	Course Code	20301
Max. Time	2 Hours	Max. Marks	40 Marks

INSTRUCTIONS:

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

Q.1. Are leaders born or made? Explain your view with suitable business examples from the workplace. Also list out the key challenges in managing teams in the networked world. **(10 marks)**

Q.2. Rosy, the experienced PR Manager, never gives a damn to consider others while she speaks in the meeting. Most of the time she uses cooked-up stories and potential threats that the organization might face to its image, protects Rosy from being complained about to her seniors of her unruly behavior. People want to confront or question her, but she gets past those easily during the discussions. Being a PR, she further fumes her colleagues with undue privileges she receives such as relax office time, frequent visits to PR work, pre-approved leaves etc. inbuilt into her position. Of late, as a respite, in one of the qualitative measures of performance appraisal, Rosy's seniors have shared the problems with her. She has been asked to tone-down a bit, the way things have been moving in the past. Although not willingly, she decides to introspect on the message she received from top management.

Analyze the above situation in the backdrop of Johari Window Model and help Rosy and her colleagues to be personally effective at the workplace. **(10 marks)**

Q.3 Group properties help individuals learn and imbibe workplace norms and dynamics of working in teams. Demonstrate how the group properties can shape individuals' behaviour for effective team work with relevant workplace examples from any organization of your choice. Also list out some flip sides of group properties which can limit individual creativity. **(10 marks)**

Q.4 Typically, employees who frequently engage in Organizational Citizenship Behaviour (OCB) may not always be the top performers (though they could be, as task performance is related to OCB). They are the ones who are known to "go the extra mile" or "go above and beyond" the minimum efforts required to do a merely satisfactory job.

Given the above prelude, explain the challenges for employees in the pursuit of Organizational Citizenship Behaviour with relevant examples from the workplace **(10 marks)**
