

JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA
PGDM / PGDM (M) / PGDM (SM)
FIRST TRIMESTER (Batch 2025-27)
END TERM EXAMINATIONS, OCTOBER 2025
SET-1

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

INSTRUCTIONS:

- All the questions are compulsory to answer, carrying 10 marks each.
- Permissible Similarity is 10%, Penalty Clause: 11-20% - Minus 5 Marks, > 20% - Reappear.**
- Be precise and objective in your answers, limiting those to max. 750-1000 words.

- You are a team leader at a mid-sized marketing firm. Two of your team members, Arushi and Rahul, have been in ongoing conflict over how to allocate responsibilities for an upcoming client project. Arushi prefers a structured approach with clear delegation, while Rahul believes in a flexible and collaborative style. Their disagreement is affecting the team's morale and delaying deliverables. As the leader, you are expected to step in and resolve the situation.

Consider the personalities involved, the urgency of the project, and the long-term working relationship between the team members, apply the conflict management style framework to manage this conflict effectively. (10 Marks)

- At BluePeak Technologies, a mid-sized IT firm, team collaboration has become increasingly strained. During meetings, some team members dominate discussions, while others rarely speak up. Sarah, the team leader, notices that several misunderstandings stem from assumptions people make about each other's intentions and working styles. To address this, Sarah introduces the Johari Window model during a team development workshop. Team members are asked to give and receive feedback about each other and reflect on their own communication patterns.

Using the Johari Window model, analyze how it can improve interpersonal relationships and team effectiveness in BluePeak Technologies through the most relevant quadrants of the Johari Window in this situation, which can benefit the team. (10 Marks)

- There was a product launch event that had to take place on Wednesday, 19th Aug. 2025 at a shopping mall situated at Noida. 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, Noida saw 97 mm rainfall on the day of launch, playing spoilsport to the company's grand launch ceremony of much hyped product.

Apply Big-5 Model of Personality to see how various individuals (Managers, Executives, Marketing & Sales Team, Support Staff etc.) would have acted, governed by their high/low scores of Big 5 model impacting the outcome of the product launch plan. (10 Marks)

- Ritika, a new marketing executive, values work-life balance and further studies. Her company's rigid work hours clash with her evening MBA classes. Though frustrated, she still works late when asked, creating inner conflict. As weeks turned into months, Ritika started experiencing increased stress and fatigue. She struggled to maintain her performance at work while trying to keep up with her studies. Her personal life began to suffer as well, as she had little time to unwind or spend with family and friends. Ritika knew she needed to find a balance, but the path to achieving it seemed vague, leading her to question how she could resolve her professional ambitions with her personal goals for growth and fulfillment.

Considering Ritika's case, analyze how attitude formation process can shape her behavior and enhance her job satisfaction. (10 Marks)