JAIPURIA INSTITUTE OF MANAGEMENT

JAIPURIA INSTITUTE OF MANAGEMENT, NOIDA

PGDM (G/SM/M)

FIRST TRIMESTER (Batch 2020-22)

END-TERM EXAMINATION, NOV., 2020

<u>Set - I</u>

Course Name	**Organizational Behavior**	Course Code	**HR 101**
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. "Power corrupts and absolute power corrupts absolutely". Examine the statement and suggest how Power & Politics can be used constructively and effectively in organization, with suitable workplace examples? **(10 marks)**

Q.2. COVID-19 has led from the front with respect to WFH culture at almost every contemporary organization. Until the recent Unlock 5.0 guidelines, organizations have resorted to implement and use WFH policies, which were welcome by employees. However, there have been talks from the many corners that WFH has been a boon for many and bane for some. Considering the WFH culture as the "new Normal", explain the merits and demerits of WFH for employer and employees. Illustrate with examples how this new cultural norm may become a liability. **(10 marks)**

Q.3 Ashima and Jaya both work in the Accounts department. Jaya was hired a few months ago and Ashima has been with the company for eight years. Jaya, while being a proficient employee, tends to wait until the last minute to get her work done. Ashima works more steadily and keeps on top of her work daily. Ashima complains that Jaya has to mend her working style as her last minute habit is affecting Ashima's style. As they rely on each other for certain tasks, she is uncomfortable with waiting until an hour or so before a deadline when they are required to collaborate. Because of the conflict, Jaya is missing more work and you suspect, it's because she wants to avoid Ashima and her wrath.

If you were the leader of the two, apply your choice of strategies for managing conflict and team work as mentioned in the above scenario. **(10 marks)**

Q.4. It was a bad time with family at home, Rachel was facing many conflicts every day. The family situation was a chaos because of disputes between his wife and his mother. One fine morning, he was working on an important presentation for clients and the presentation was scheduled in the afternoon and as expected there again was some disputes leading to complete chaos at home. Rachel went to office and presented to clients his proposal. Boss in evening knocked his cabin and said "you are gem for this company, we bagged the project".

Explain how Rachel would have managed the situation using the dimensions of emotional intelligence, and emerge as a winner. **(10 marks)**

Course Name	**Organizational Behviour**	Course Code	**HR 101**
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 Most of the human resources today look for job security and self-esteem hence the focus of the organizations has shifted from basic needs to providing a culture which values employees, their culture and background, facilitating diversity. Explain this in context of Maslow Hierarchy of Needs theory with suitable example. **(10 marks)**

Q.2 Conflicts are good, provided those are constructive and have positive directions. Assess the statement while illustrating how different conflict handling styles could bring positive outcomes with relevant examples. **(10 marks)**

Q.3 As per a recent article the co-working spaces have grown as an asset to companies, by harnessing the drive to creativity and productivity. Today, companies thrive, not just to achieve financial profitability, but productivity enhancement too. Workspaces could be a great inspiration to outstanding performance and an influence to leading a motivational work life. Bright colors, quirky patterns and lively ambience are a great stress-buster and help nourish one's creative thought-process. More than sharing just office spaces, co-working has evolved further into an environment where different minds function under one roof. New-age technology, flexibility, structure and organizational change – have together facilitated the co-creation of an all new community. This transformation from traditional offices with cabins and glass doors to sharing work bays and lunch boxes with friends from different companies definitely does hold a different meaning to the employees. In fact, a survey report by The Office Group (TOG) reveals that about 80% of employees feel more productive in co-working spaces than otherwise.

Relate, how organizational structure facilitates employees' behaviour towards organizational change for better productivity. **(10 marks)**

Q.4 Our personality is a reflection of our beliefs, value system and attitude, which governs our behaviour in personal and professional life. Given the backdrop, elaborate, how personality impacts managerial decisions at workplace, with suitable examples. **(10 marks)**