

**PGDM, 2014-16**  
**Organizational Behaviour**  
**DM-105**

**Trimester – I, End-Term Examination: September 2014**

Time allowed: 2 hrs 30 min

Max Marks: 50

Roll No: \_\_\_\_\_

**Instruction:** Students are required to write Roll No on every page of the question paper, writing anything except the Roll No will be treated as **Unfair Means**. In case of rough work please use answer sheet.

Sections	No. of Questions to attempt	Marks	Marks
A	3 out of 5 (Short Questions)	5 Marks each	3*5 = 15
B	2 out of 3 (Long Questions)	10 Marks each	2*10 = 20
C	Compulsory Case Study	15 Marks	15
		<b>Total Marks</b>	<b>50</b>

**SECTION A**

- A1. Empathy is an integral part of Emotional Intelligence. Elaborate how managers can use this to improve the performance of their team members and buffer their stress levels.
- A2. Discuss the relationship between power and unethical politicking. Explain what type of person is more likely to engage in unethical politicking?
- A3. Elaborate any three strategies that you would adopt so as to minimize social loafing among your group members.
- A4. What is span of control? Which common organizational design would most likely have the widest span of control?
- A5. Employee resistance is a symptom, not a problem, in the change process. What are some of the real problems that may underlie employee resistance?

**SECTION B**

- B1. Explain the Big Five Model of Personality. What does each of these five traits have to do with:
  - (a) our decision-making process; and
  - (b) the jobs we are better suited for?

**Turn Over**

- B2. The Chief operating officer (CEO) has noticed that production employees in the company's manufacturing operations are unhappy with some of the production engineering decisions made by engineers in the company's headquarters in Mumbai. At the same time, the engineers complain that production employees aren't applying their engineering specifications correctly and don't understand why those specifications were put in place. On the basis of your knowledge and understanding of conflict resolution, recommend various measures in which the CEO should handle the conflict.
- B3. Discuss the Leadership Grid. Where does Southwest Airlines' CEO, Herb Kelleher's leadership fall on the Leadership Grid? Explain.

### SECTION C

Rohit Narang joined Apex Computers (Apex) in November after a successful stint at Zen Computers (Zen), where he had worked as an assistant programmer. He felt that Apex offered better career prospects, as it was growing much faster than Zen. Although Rohit had enjoyed working there, he realized that to grow further in his field, he would have to join a bigger company, and preferably one that handled international projects. He was sure he would excel in his position at Apex, just as he had done in his old job at Zen.

Rohit joined as a Senior Programmer at Apex, with a handsome pay hike. Apex had international operations and there was more than a slim chance that he would be sent to USA or the UK on a project. Knowing that this would give him a lot of exposure, besides looking good on his resume, Rohit was quite excited about his new job. He joined Aparna Mehta's five member team. He had met Aparna during the orientation sessions, and was looking forward to working under her. His team members seemed warm, friendly and comfortable with their work. He introduced himself to the team members and got to know more about each of them.

Wanting to know more about his boss, he casually asked Dipti, one of the team members, about Aparna. Dipti said, "Aparna does not interfere with our work. In fact, you could even say that she tries to ignore us as much as she can." Rohit was surprised by the comment but decided that Aparna was probably leaving them alone to do their work without any guidance, in order to allow them to realize their full potential.

At Zen, Rohit had worked under Suresh Reddy and had looked up to him as a guide and mentor – always guiding, but never interfering. Suresh had let Rohit make his own mistakes and learn from them. He had always encouraged individual ideas, and let the team discover the flaws, if any, through discussion and experience. He rarely held an individual member of his team responsible if the team as a whole failed to deliver – for him the responsibility for any failure was collective. Rohit remembered telling his colleagues at Zen that the ideal boss would be someone who did not interfere with his/her subordinate's work.

Rohit wanted to believe that Aparna too was the non-interfering type. If that was the case, surely her non-interference would only help him grow. In his first week at work, Rohit found the atmosphere at the office a bit dull. However, he was quite excited. His team had been assigned a new project and was facing a few glitches with the new software. He had thought about the problem till late in the night and had come up with several possible solutions. He could not wait to discuss them with his team and Aparna. He smiled to himself when he thought of how Aparna would react when he told her that he had come up with several possible solutions to the problem. He was sure she would be happy with his having put in so much effort into the project, right from day one.

**Turn Over**

He was daydreaming about all the praise that he was going to get, when Aparna walked into the office. Rohit waited for her to go into her cabin, and after five minutes, called her up, asking to see her. She asked him to come in after ten minutes. When he went in, she looked at him blankly and asked, "Yes?" Not sure whether she had recognized him, Rohit introduced himself. She said, "Ok, but why did you want to meet me?"

Rohit started to tell her about the problems they were having with the software. But before he could even finish, she told him that she was busy with other things, and that she would send an email with the solution to all the members of the team by the end of the day, and that they could then implement it immediately. Rohit was somewhat taken aback. However, being optimistic, he thought that she had perhaps already discussed the matter with the team.

Rohit came out of Aparna's cabin and went straight to where his team members sat. He thought it would still be nice to bounce ideas off them and also to see what solutions others might come up with. He told them of all the solutions he had in mind. He waited for the others to come up with their suggestions but not one of them spoke up. He was surprised, and asked them point-blank why they were so disinterested. Sanjay, one of the team members, said, "What is the point in our discussing these things? Aparna is not going to have time to listen to us or discuss anything. She will just give us the solution she thinks is the best and we will just do what she tells us to do; why waste everyone's time?"

Rohit felt his heart sink. Was this the way things worked over here? However, he refused to lose heart and thought that maybe, he could change things a little. But as the days went by, Rohit realized that Aparna was the complete opposite of his old boss. While she was efficient at what she did and extremely intelligent, she had neither the time nor the inclination to groom her subordinates.

Her solutions to problems were always correct, but she was not willing to discuss or debate the merits of any other ideas that her team might have. She did not hold the team down to their deadlines nor did she ever interfere. In fact, she rarely said anything at all! If work did not get finished on time, she would just blame her team, and totally disassociate herself from them.

Time and again, Rohit found himself thinking of Suresh, his old boss, and of how he had been such a positive influence. Aparna, on the other hand, even without actively doing anything, had managed to significantly lower his motivation levels. Rohit gradually began to lose interest in his work – it had become too mechanical for his taste. He didn't really need to think; his boss had all the answers. He was learning nothing new, and he felt his career was going nowhere. As he became more and more discouraged, his performance suffered. From being someone with immense promise and potential, Rohit was now in danger of becoming just another mediocre techie.

- C1. What, according to you, were the reasons for Rohit's disillusionment? Which of his needs were not being met in his new job?
- C2. How can Rohit and Aparna resolve this situation? .
- C3. Based on your knowledge of motivation, recommend some policies that should be implemented in Apex to take care of such issues.

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