

**Organization Behaviour (SS2037)**

Date: April 11<sup>th</sup>, 2025

**Course Instructor**

Sana Waqas

**Sessional II**

**Total Time: 1 Hour**

**Total Marks: 30**

**Total Questions: 03**

**Semester: Spring-2025**

**Campus: Lahore**

Student Name

Roll No

Section

Signature

**Note & Instructions:**

Attempt all questions. Write your Name, Roll Number and Section. Give time to each question according to the marks. If you find any ambiguity, don't ask the invigilator. Make your own assumption.  
Best Wishes and Good Luck

**Question no: 1**

**[Marks: 10, CLO: 2]**

Explain how effective communication can influence and shape employee perceptions of organizational change. Discuss how a lack of clear communication can lead to misinterpretations and negative attitudes, and offer practical recommendations for improving communication during periods of transition?

**Question no: 2**

**[Marks: 10, CLO: 2]**

While extrinsic rewards (e.g., bonuses, promotions) can drive short-term behavior, many theories emphasize intrinsic motivation. Discuss the limitations of relying solely on extrinsic rewards and explore how organizations can cultivate intrinsic motivation among employees, particularly in roles that may lack inherent "excitement." How can they design work to tap into the human desire for autonomy, mastery, and purpose?

**Question no: 3**

**[Marks: 10, CLO: 2]**

"CallConnect," a busy telecommunications call center, is experiencing an unexpected system outage, leading to a surge of angry and frustrated customers. Sarah, a customer service representative, has been dealing with back-to-back irate callers for hours. Despite her attempts to remain calm, she begins to feel overwhelmed and emotionally drained. A particularly abusive caller pushes her to her limit, and she abruptly hangs up, visibly upset. Analyze the sources of Sarah's emotions and mood in this scenario, and discuss how the organization can better support its employees in managing emotional labor and preventing burnout.