



**Sir Syed University of Engineering & Technology**  
**Faculty of Computing and Applied Sciences**  
**Department of Computer Science**

**Online End Semester Examinations (Fall 2020)**

Course Code with Title	HS-204: Organizational Behavior		Program	BS(Computer Science)
Instructor	Mehreen Umer		Semester	2 <sup>nd</sup>
Start date & Time	November 9, 2020 at 10:30 AM	Submission Deadline	November 9, 2020 at 03:30PM	
Maximum Marks	50			
Students must meet their submission deadline as there is no re-take or re-attempt after the deadline.				

**IMPORTANT INSTRUCTIONS:**

**Read the following Instructions carefully:**

- All Questions carries equal marks
- Attempt All Questions on MS-Word. Font theme and size must be Times New Roman and 12 points respectively. Use line spacing 1.5.
- You may provide answers HANDWRITTEN. The scanned solution must be submitted in PDF file format (Use any suitable Mobile Application for Scanning)
- For Diagrams, you can use paper and share a clear visible snapshot in the same Answer Sheet.
- Arrange questions and their subsequent parts in sequence.
- Make sure that your answers are not plagiarized or copied from any other sources. In case of plagiarism, **ZERO** marks will be awarded.
- Provide relevant, original and conceptual answers, as this exam aims to test your ability to examine, explain, modify or develop concepts discussed during the course.
- Recheck your answer before the submission on **VLE** to correct any content or language related errors.
- You must upload your answers via the VLE platform **ONLY**.

**You must follow general guideline for students before online examination and during online examination which had already shared by email and WhatsApp.**

**This paper has a total of 03 pages including this title page**



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**Q.1. (10)**

A Pharmaceutical company does an attitude survey of the employees. The results came as a shock to the company as most of the employees had a negative feedback. The employees were not satisfied with their jobs due to long hours of work, untimely payment, and no job security. Suppose you are the CEO of the company. Answer the following with justification.

- a) How can companies satisfy their employees?
- b) Should company offer their employee the best work conditions, or more challenging responsibilities according to their capabilities?

**Q.2. (10)**

Assume that you are planning to start a new business .You would have to search new strategies and new ideas to start a new business. You are very much aware of many challenges that you face on both day-to-day and long-term basis you need to describe the following with justification.

- (a) What product and/or services will you choose for the new business?
- (b) What organizational structure and design will you adopt for the selected product and/or services?

**Q.3. (10)**

Ali needs to examine the process of employee turnover. He called a meeting for employees. He listened carefully their issues asked them about their problems regarding low production and turn-over problems. Without hesitation, employees launched a series of complain that they were overburdened and the top management was careless and ignorant towards them.

If you were at Ali's place, what leadership style would you apply? How would you make the top management attend to the complaints of the employees?

**Q.4. (10)**

Software Company X conducts the Annual Board Meeting for the Directors on emergency basis because sales numbers have dropped-off new product line which they launched last year and the company failed to deliver their products faster than their competitors and gave them a significant strategic advantage. During the evaluation of report, this issue was identified that in initial years company showed profitability but did not grow as expected.

If the following is the identified problem then what is the major organizational challenges the company is facing? Elaborate in your own words with proper justification.



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**Q.5. (10)**

A well-known company GMT is a generator manufacturing company, GMT produces generators which are sold locally. GMT has successfully produced generators that are price competitive in the industry. However, a problem arose when the heads of department decided to launch a new product line of washing machine. The new product line leads to an interdepartmental conflict and disagreement. It was brought to light that as of current there was less load on employees however the introduction of a new product line would over burden the employees.

Department heads believed that future work on this product should be done all at once instead of step by step. The conflict got worse when finance department allocated the financial resources to all departments. The marketing department required more money because they needed to provide input to research and development so that the design will meet consumer need. Production department demanded more money for the availability of machinery required for manufacturing the washing machines. Situation got worse when department head got to know that due to the delay, their loyal customers started to buy products of the rival company.

If you were head of department, how would you handle this situation and what techniques can you use to overcome this conflict?