**Organizational Behavior**

**April 2023 Examination**

**Q1. Sana and Reema joined a quick serve restaurant chain at the head office in the marketing department. Both of them were very happy with the compensation and designation offered to them. Since Sana and Reema joined in the same month so they bonded well together, during one of the conversation Sana got to know that Reema was getting paid 25% more than her. This revelation had caused a conflict between them as it had really saddened Sana, which was observable by her hostile behaviour towards Reema. Sana never missed a chance to make Reema feel miserable. Sana Started comparing the fact that both of them had the same qualification and work experience and still she (Sana) was getting paid less than her peer. The situation had worsened so much that they both stopped communicating with each other. You are the HR manager who has observed all this and now you have to come up with techniques with the help of which this conflict can be resolved. Discuss any**

**4 (four) techniques of conflict resolution and management. Also, conclude the answer by discussing how organisations can avoid/minimise such conflicts. (10 Marks)**

**Ans 1.**

**Introduction**

Sana and Reema joined a quick-serve restaurant chain. Both ended up being friends and adhered well. They interacted as they worked in the advertising and marketing department of the same business. One day Sana found out that Reema was earning money 25 percent greater than her. Sana was hurt as they both were just as certified with the same experience, yet still, she was getting underpaid than Reema. It created chaos, the circumstance worsened, and they stopped speaking to each other.

As an HR manager, I have to solve this conflict using various conflict resolution techniques

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**Q2. Karan and Sanjay work as Project Lead for two different teams. It has been noticed that Karan is very helpful and empathetic towards his team and supports them in every possible manner. The team in turn is very close knit and can really works hard to accomplish the objectives. They also give Karan full support whenever required by going out of their way. Whereas Sanjay just wants to get the work done by being a tight fisted man. He reprimands his team members in front of outsiders. He only instructs his team and is never in execution front. Sanjay's team is really petrified of him and always is under fear. Team's motivation is very low and everyone is searching for opportunity to move out of Sanjay's team. Compare the leadership style of Karan and Sanjay. Conclude by discussing that in a workplace which style of leadership is better suited. (10 Marks)**

**Ans 2.**

**Introduction**

According to the oxford dictionary, leading a group of people or an organization is called leadership. An ideal leader continuously motivates his team to accomplish something new and better. Remarkably, leaders do what they have an interest in and think it will impact their group. They gauge success by looking at the team's understanding and achievements. In short, leadership is all about getting out of the way, taking risks, and testing the constant methods of doing things that require transformation due to the frequently

**Q3. Rajat and Suresh have got their yearly targets and both of them are working hard to surpass each other as by the year end the one who achieves the maximum is going to be awarded in the sales conference with a cash prize of Rs. 50000 which would be given by the CEO of the company. They both are doing their best to win this contest for Rajat, the prime factor is money as he has recently got married and his expenses have increased. Whereas, Suresh comes from a very affluent family and for him getting recognized in front of PAN India team and by the CEO is the driving force. Here, we can see that both Rajat and Suresh had different motives.**

**a. Based on the above scenario discuss the different types of motives which regulate the behaviour of individuals. (5 Marks)**

**Ans 3a.**

**Introduction**

Different people have different objectives that drive them to do something and achieve it. For example, a 16-year-old kid intends to get a bike, and his father has asked him to get more than 90 percent in his final examinations. Just after that, will he get to a bike? And currently, he is studying hard to get the bike, and his objective to study is to obtain the award. On the

**Qb. With the help of Maslow need hierarchy theory discuss why Rajat, Suresh and even every individual has different motive? (5 Marks)**

**Ans 3b.**

**Introduction**

Maslow's hierarchy of needs theory is considered one of the most enjoyed and preferred inspirational theories. It is a theory of psychology that defines that human beings are highly inspired to satisfy their demands based upon ordered