**Organisational Behaviour**

**April 2024 Examination**

**1. Scenario: Rohan is a project manager at a software development company. His role involves interacting with clients, managing his team, and ensuring project deadlines are met. Rohan is known for his calm and composed demeanor, even in high-pressure situations. He enjoys the client interactions and finds them energizing. Whenever he feels stressed due to project complexities, he takes a break to listen to his favorite music or goes for a walk. His team members often approach him with their problems an appreciate his approachability. Even when faced with demanding clients who express frustration, Rohan remains patient and focuses on resolving their concerns.**

**Question: Based on the information provided, how would you assess Rohan's personality using the Big Five personality traits framework? (10 Marks)**

**Ans 1.**

**Introduction**

The Big Five personality traits framework is a widely accepted tool for understanding human personality. It encapsulates five broad dimensions: Openness, Conscientiousness, Extraversion, Agreeableness, and Neuroticism, often remembered by the acronym OCEAN. This framework provides a comprehensive means to assess individual differences in personality and behavior. In the given scenario, we analyze Rohan, a project manager in a software development company, using the Big Five traits. Rohan's role involves extensive client interaction, team management, and deadline adherence. His calm demeanor in high-pressure situations, along with his enjoyment in client interactions, and his method of coping

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**2. Samantha is a newly hired marketing coordinator at a digital advertising agency. She notices that her team leader, Alex, communicates with clients and colleagues in a very friendly and encouraging manner. Alex's positivity and teamwork have contributed to a cohesive work environment, and Samantha also observes that the team consistently meets project deadlines. During a period when Alex is on medical leave, Samantha takes over some of the team lead responsibilities. To her surprise, she finds that by adopting Alex's approach, she effectively manages the team and maintains a positive atmosphere. This experience motivates Samantha to incorporate this approach into her personal life as well. Question: In this scenario, which theory of learning could be applied to explain Samantha's behavior change? Please discuss the theory and its relevance to the situation. (10 Marks)**

**Ans 2.**

**Introduction**

In the fascinating realm of Organizational Behavior, the story of Samantha, a marketing coordinator, serves as a quintessential example of learning and adaptation within a professional setting. This narrative unfolds in a digital advertising agency, where Samantha observes and later emulates the leadership style of her team leader, Alex. When Alex takes medical leave, Samantha steps into a leadership role, applying the same positive and encouraging communication methods she observed in Alex. This real-world scenario provides an excellent backdrop to explore a specific theory of learning within organizational

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**3. Rohan is sales head for a pharmaceutical company. He has a team of 12 individuals under him. Rohan feels very sad to state that it isn’t a team but a group of individuals working under him as they do not show any team spirit. Akhil who is Rohan’s best friend also happens to be the HR manager. When Rohan shared his concerns with Akhil he asked Rohan to**

**a) Analyze the problems he (Rohan) is facing in teamwork. (5 Marks)**

**Ans 3a.**

**Introduction**

In the dynamic landscape of organizational behavior, Rohan's challenge as a sales head in a pharmaceutical company brings to light a critical issue prevalent in many organizations: the lack of team cohesion. Leading a team of 12 individuals, Rohan confronts the reality that his team operates more as a collection of individuals rather than as a unified entity. This scenario, shared with his friend and HR manager Akhil, underscores the importance of diagnosing and

**b) Also, what all methods Akhil can suggest Rohan for creating effective team in his department? Discuss. (5 Marks)**

**Ans 3b.**

**Introduction**

Creating an effective team is a fundamental challenge in any organizational setting, and Rohan's situation in the pharmaceutical company is no exception. As the sales head grappling with a lack of team spirit, he turns to Akhil, the HR manager and his confidant, for advice. Akhil's role is pivotal in guiding Rohan towards fostering a cohesive and high-performing