



NMIMS Global Access
School for Continuing Education (NGA-SCE)
Course: Organisational Behaviour
Internal Assignment Applicable for April 2023 Examination

Assignment Marks: 30

Instructions:

- *All Questions carry equal marks.*
- *All Questions are compulsory*
- *All answers to be explained in not more than 1000 words for question 1 and 2 and for question 3 in not more than 500 words for each subsection. Use relevant examples, illustrations as far as possible.*
- *All answers to be written individually. Discussion and group work is not advisable.*
- *Students are free to refer to any books/reference material/website/internet for attempting their assignments, but are not allowed to copy the matter as it is from the source of reference.*
- *Students should write the assignment in their own words. Copying of assignments from other students is not allowed.*
- *Students should follow the following parameter for answering the assignment questions.*

For Theoretical Answer	
Assessment Parameter	Weightage
Introduction	20%
Concepts and Application related to the question	60%
Conclusion	20%

For Numerical Answer	
Assessment Parameter	Weightage
Understanding and usage of the formula	20%
Procedure / Steps	60%
Correct Answer & Interpretation	20%

1. 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



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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)**

2. 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 fistted 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)**
3. 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.



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

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