

Q.1) Maslow's hierarchy of needs

Maslow's hierarchy includes different levels of needs and explains the human motivation behind it, claiming that humans pursue these needs in a hierarchical order.



This is a pyramid of Maslow's 5 basic needs. Needs at the bottom are basic needs and needs increase in complexity as we go to the top. One must satisfy these needs at the

bottom to move up the pyramid.

- ① Psychological needs: They're on the lowest level, including most essential survival needs like shelter, water, food, warmth, etc.
- ② Safety: A person needs to feel safe in his life and surroundings. This can come from, law, order, medical needs, etc. violent ~~and~~ conditions like climate, etc. Or an economic stability like job, income, savings etc.
- ③ Love and belonging: Humans are social creatures. Humans need social interactions and cherish friendship, family, love, etc., to feel a sense of belonging to a "group".

- ④ Esteem needs: These are needs that refer to a person's reputation or societal status, depending on how respected they feel.
- ⑤ Self-actualization: Topmost need in the pyramid. In this phase, a person has acknowledged their full potential and strive to become the best possible version of themselves.

Q.2) Diversity

Diversity is defined as characteristics and unique experiences that ~~it~~ makes us all distinct humans.

Diversity can be race, ethnicity, genders, religion, etc. A diverse workplace aims to create an atmosphere that respects diversity and values the differences. Some types of diversity are demographic, experiential, information, fundamental diversity.

Benefits:

- ① Increases productivity by including different skillsets to work towards a particular goal
- ② These different skillset create new ways to solve problems & , increasing creativity, gives high quality solutions
- ③ Diversity brings in increased sales revenue, market share, the customer base is more satisfied and therefore the company's profits are greater.

Limitations:

- ① Some diverse groups are found to lessen satisfaction, perhaps due to conflicting opinions and or miscommunication.
- ② This dissatisfaction might lead to a bad team performance and as a result, solutions aren't apt leading to employee turnover.
- ③ It can be difficult to ascertain cultural values of everyone around and miscommunication arises due to this. Thus some people might have different ideas about backgrounds and end up offending others.

Example:

In any case, implementing diversity is more beneficial to a workplace than not implementing it. For eg. Johnson and Johnson are known to do this, widely, increasing their value as a company. It is crucial to note that if an individual, for example, from America and another from India come together to work on a problem, they will have different paths to reach the solution. Working together can help them jot down the best possible way to overcome the hurdle instead of if they were working on it with someone of same background. To avoid disadvantages, diversity training can help companies to effectively go about the implementation and teach its employees these core values so they can make use of each other's diverse backgrounds to boost performance and creativity.

MCCQ

- Q.1) (5) Self actualisation needs
- Q.2) (2) food, clothing ...
- Q.4 ~~Q.3~~) (3) Physiological needs..
- Q.3) (5) Self actualisation
- Q.5) (b) Social differences..
- Q.6) (a) Business case
- Q.7) (c) Providing diversity...
- Q.8) (c) The existence of race...
- Q.9) (b) Organisational culture..
- Q.10) (c) It can buttress...
- Q.11) (c) Both
- Q.12) (d) Opportunities and threats.