

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -1 EXAMINATION- 2023

B.Tech-I Semester (CSE/IT/ECE/CE)

COURSE CODE(CREDITS):21B11HS312

MAX. MARKS: 15

COURSE NAME: Interpersonal Dynamics Ethics and Values

COURSE INSTRUCTORS: Ms Triambica Gautam and Dr Tanu Sharma MAX. TIME: 1 Hour

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*Note: (a) All questions are compulsory.*

*(b) Marks are indicated against each question in square brackets.*

*(c) The candidate is allowed to make Suitable numeric assumptions wherever required for solving problems*

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Q1. How does Job satisfaction influence these outcomes: Job Performance, Absenteeism, Turnover, Organizational Citizenship Behavior and Customer satisfaction? What are the implications of these for management? (5) [CO2]

Q2. The major job attitudes are: Job satisfaction, Job Involvement and Organizational Commitment. In what ways are these attitudes alike? What is unique about each? (5)[CO2]

Q3. Does your behavior always follow your attitude? Why or why not? Compare and Contrast the relationship between the two? (3)[CO2]

Q4. "Companies can have core values as well". Elucidate your answer by citing examples. (2)[CO1]