

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

MID SEMESTER EXAMINATION-2015

B.Tech II Semester (All branches)

COURSE CODE: 10B11PD211

MAX. MARKS: 30

COURSE NAME: Group & Cooperative Processes

COURSE CREDITS: 3

MAX. TIME: 2 HRS

Note: All questions are compulsory.

Section A

(Marks: 6)

1. What is leading function of a manager?
2. According to Mintzberg's classification of managerial roles, what an entrepreneur does?
3. Give an example of affective component of an attitude.
4. Define cognitive component of an attitude.
5. Define emotions.
6. Define personality

Section B

(Marks: 9)

1. What is withdrawal behavior? Explain.
2. Is there a relationship between job satisfaction and turnover? Explain.
3. How can managers influence moods? Explain.

Section C

(Marks: 15)

1. What conclusions can you draw about turnover if an employer strives to find balance in work-life conflicts? How can the employer find this balance and still have productive employees?
2. What are core self-evaluations? Differentiate between positive and negative core self-evaluations.
3. Discuss the emotional labor experienced by a customer service executive. Explain how a worker's emotional state can affect customer service and customers.
4. Discuss John Holland's personality-job fit theory.
5. Discuss with examples terminal values and instrumental values as identified by the Rokeach Value Survey.