JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -1 EXAMINATION- 2026

MBA-I Semester

COURSE CODE (CREDITS): 26MB1JB114 MAX. MARKS: 15

COURSE NAME: Organizational Behaviour

COURSE INSTRUCTOR: TNS MAX. TIME: 1 Hour

Note: *All questions are compulsory.*

Q.No	Question	CO	Marks
Q1	A global consulting firm is facing challenges: • Employees show negative attitudes toward long working hours. • Diverse teams struggle with cultural misunderstandings. • Stress levels are high, leading to emotional outbursts. • Leaders lack emotional intelligence in handling conflicts. **Question:** As an HR consultant, propose a comprehensive strategy to address these issues. Your answer should integrate concepts of attitude management, diversity inclusion, emotional regulation, and emotional intelligence.	CO[1]	5
Q2	A manufacturing company notices that younger employees leave within 2 years, while older employees stay longer but resist change. Analyze how age differences influence turnover and suggest HR practices to retain both groups.	CO[1]	4
Q3	An employee in a financial services firm strongly values ethical practices but is asked by management to aggressively sell a product that has hidden charges. The employee feels uncomfortable but continues the sales pitch to meet performance targets. Questions a) Explain how cognitive dissonance arises in this situation. b) Analyze the possible outcomes of this dissonance on the employee's attitudes, emotions, and work performance. c) As a manager, propose strategies to reduce cognitive dissonance and align employee behavior with organizational goals without harming ethical values.	CO[1]	6

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