

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -1 EXAMINATION- 2016

B.Tech/ II Semester

COURSE CODE: 10B11PD211

MAX. MARKS: 15

COURSE NAME: Group and Cooperative Processes

COURSE CREDITS:03

MAX. TIME: 1 HR

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*Note: All questions are compulsory. Carrying of mobile phone during examinations will be treated as case of unfair means. All questions carry equal marks.*

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Q1. Distinguish between organizational citizenship and workplace deviance behaviours.

Q2. How is job satisfaction related to, absenteeism, turnover, customer satisfaction and job performance.

Q3. Discuss the definition and importance of emotions at work.

Q4. Describe the diverse groups that make the today's business environment.

Q5. Discuss the four management functions.