

JAYPEE UNIVERSITY OF INFORMATION TECHNOLOGY, WAKNAGHAT

TEST -I EXAMINATION- 2025

BBA-II Semester

COURSE CODE (CREDITS):23BB1HS211 (4)

MAX. MARKS: 15

COURSE NAME: Organization Behaviour

COURSE INSTRUCTORS: TNS

MAX. TIME: 1 Hour

Note: (a) All questions are compulsory.

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

Q.No	Question	CO	Marks
Q1	For the recruitment of a customer care executive for an automobile manufacturing organization riddled with customer complaints, you have been asked to suggest some personality assessment tools. Accordingly select the tools and also recommend how the use of such tools will benefit the recruitment and selection process keeping in mind the unique nature of the job.	CO2	6
Q2	How does the attitude of an employee affect the following a) Job satisfaction b) Job Involvement c) Organizational Citizenship	CO2	3
Q3	How do the following biographical characteristics affect the organizations a) Age b) Tenure c) Gender Diversity	CO1	3
Q4	Managers need to develop their interpersonal skills to be effective. According to you what benefits does a skilled manager brings to the organization?	CO1	3