

Seat No.: _____

Enrolment No. _____

GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VI(NEW) EXAMINATION – WINTER 2022

Subject Code:3160002

Date:21-12-2022

Subject Name:Contributor Personality Development Program

Time:02:30 PM TO 05:00 PM

Total Marks:70

Instructions:

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.
4. Simple and non-programmable scientific calculators are allowed.
5. There are 29 questions (in 4 sections) in this question paper.

Section A

Instructions: This section has a scenario. Read carefully before answering the subsequent questions. There are 4 questions in this section. All questions are compulsory. Each question has 3 or 2 options. Choose ONLY ONE option which you consider the most appropriate and mark it on the answer sheet given to you.

Marks: 10

A 2015 report revealed that Facebook (now Meta) monitors the online activities of everyone who visits the site, whether they're logged in or not. Facebook has admitted being at fault and has blamed a bug for this. As a result of this bug, over 13 million sites are regularly reporting their users' web activity back to Facebook without the knowledge of the users of these sites.

Source: The Verge, April 2015.

1. Through the bug issue, Facebook was blamed for breaking the trust of its users. What was the issue?
 - a] Over-promising and under-delivering.
 - b] Dishonesty in relation to giving information.
 - c] Breaking professional confidentiality.
2. According to you, which approach is the most contributive in nature to fix the bug?
 - a] They decide to block all the websites and inform the users about it so that no user information could be stored.
 - b] They decide to write a very touching apology letter to all their users to avoid losing them.
 - c] They decide to test the platform multiple times, before they release the new version without any bugs.
3. The software development team was working on high-pressure deadlines to fix the issue. Identify the developer that thinks solutions.
 - a] Anuj: "In such a short time period, it is impossible to fix this bug. Let us ask our manager to be considerate and extend the deadline by one day."
 - b] Dev: "If we work hard on this and fix the bug sooner, our users will stay with us. Let us find a faster approach to fix our mistake."

4. Why are companies successful in the long run, despite all the issues faced by their users?
 - a] Because they take quick action to protect their brand and reputation before competitors take advantage of the situation.
 - b] Because they care about their users, and they work across teams to ensure any issue is resolved fast.

Section B

Instructions: There are 10 questions in this section. All questions are compulsory. Each question has 2 statements. Select ONLY ONE statement that you feel is closest to your thinking and mark it on the answer sheet given to you.

Marks: 20

5. A young couple wishes to invest money for their financial security in the future. They ask their friends for advice. Which friend is a Solution thinker?
 - a] Friend A says, “Do your research before making any decision. You need to spend time and effort to arrive at your own investment plan.”
 - b] Friend B says, “I will give you my investment plan, and you can follow exactly as I do because I have made profits recently.”
6. If you have volunteered for a cleanliness drive organized by a private school, how would you create more value?
 - a] “Let me start by cleaning the park. It will become clean for the children who play there.”
 - b] “Let me clean the temple area first, as it is mostly clean already, and I can finish the quota for the day faster.”
7. Mona, an intern, has to write a report on an online workshop. She only has a day to finish it. What question can she ask her mentor in order to complete the work?
 - a] “Can I keep making drafts and show you, so you can guide me on how to improve the product?”
 - b] “Can you tell me exactly what I have to do so that I can complete the work within the deadline?”
8. Seba is the Creative Head of an advertising firm and is asked to make an advertisement to increase the sales of a granite company. An Enlightened Self-Interest thinking would be –
 - a] “The entire sales depend on my design, so I need to ensure that my design is attractive enough to impress the client.”
 - b] “My design should help increase the client’s sales, so I need to talk to the sales team and some customers first.”
9. Sushma is a manager in the customer service wing of a large software company. Which of the following capabilities can she develop in her team using Human-Centric thinking?
 - a] To be able to think and find answers without relying on other teams.
 - b] To be able to keep the needs of the customer as the main focus of their thinking.

10. Myra, a student, joins an institute that promises jobs in Data Science. Later, she discovers that only people with at least 2 years of experience are getting placed. Why would Myra feel cheated?
- As the institute had used marketing techniques that covered up the essential criteria for getting a job.
 - As she could have been smarter to understand such a scam.
11. When buying a new phone cover, Kiran considers the following. Which of these thoughts reflect experiential value?
- “I keep dropping my phone so many times, this flip cover will protect my phone from damage.”
 - “Mom had a similar flip case. She said it felt heavy for daily use. It, actually, feels bulky when I hold it.”
12. Your friend has made a short film on ‘Climate Change’ as part of his research and wants you to give feedback. What are you likely to ask him?
- “What kind of inputs do you want? I will keep that in mind while watching the film.”
 - “How long is the film? I have some time now so I will watch it quickly and tell you what I like about it.”
13. Your nine-year-old brother wants an expensive bicycle on his birthday. As his older sibling, how will you help him think in Enlightened Self-Interest?
- “Let us find out how much the cycle costs and discuss with our parents if they can afford it now.”
 - “Choose any bicycle you want as it is your birthday, and we can convince our parents later.”
14. Rashmi is a new joinee in a company. To help her build trust with the team, you would tell her to –
- Offer support to her team members. Help them complete their work after she completes her work.
 - Not miss a single deadline. Pay attention to the last detail in every task she does.

Section C

Instructions: This section has 5 questions. All questions are compulsory. Each question has 4 options (a, b, c or d). Choose ONLY ONE option that is most appropriate (out of the 4 given) and mark it on the answer sheet given to you.

Marks: 10

15. When facing any problem, what does a person who thinks solutions focus on the most? (*Choose the most appropriate option out of the four given.*)
- The resources available in the situation.
 - The end-goal of the situation and how to get there.
 - The source of the problem.
 - The constraints that are present in the situation.
- a] 2 b] 2 & 4 c] 1 & 2 d] 3

16. Why is it necessary for managers to involve employees before creating a new policy? *(Rank the statements from most contributive to least contributive.)*
1. To ensure that the team readily accepts the new work policy.
 2. To have a minimum number of complaints when managers introduce the new policy.
 3. To ensure that the policy addresses issues that are relevant in today's times.
 4. To ensure that the policy addresses the needs and concerns of all the employees.
- a] 4-3-1-2 b] 2-4-1-3 c] 4-2-1-3 d] 2-3-4-1
17. Below are four sales employees. Which of these employees are willing to engage deeply with their customers? *(Choose the most appropriate option out of the four given.)*
1. Employee 1 – “My team leader said that some customers just do not understand what we say. It is best to not attend to those customers.”
 2. Employee 2 – “I need to talk to customers in a way that helps them understand our product and how they can use it for their best.”
 3. Employee 3 – “I need to meet more customers and exceed my targets. This will surely impress my boss.”
 4. Employee 4 – “I need to understand the demographics of these customers, their current needs, and how I can meet those needs with the product I am selling.”
- a] 2 & 4 b] 1 & 2 c] 1 & 4 d] 1 & 3
18. You are an Interior Designer, and you are asked to renovate an Old Age Home. You notice that the staircase is too steep. Which of these suggestions would you choose? *(Rank the statements in order of most contributive to least contributive.)*
1. People seem to be using the staircase as it is. We can add a handrailing on one side to give support to those climbing up.
 2. We could convert part of the staircase into a ramp with a handrailing so that people on wheelchairs can move freely.
 3. We can add brighter lights in the staircase area to help prevent falls.
 4. There is no point in renovating the building because it is old, and a renovation will lead to damage to the building.
- a] 4-1-3-2 b] 1-4-2-3 c] 2-3-4-1 d] 2-1-3-4
19. At work, Porinita keeps breaking people's trust in small ways (e.g., she is not transparent, she overpromises and under delivers, she exaggerates the reality on ground, keeps information to herself, etc.) Which of these is a consequence that Porinita may have to face? *(Rank in order of long-term to short-term consequence.)*
1. Porinita may lose relationships and friendships.
 2. Porinita may be assigned lesser responsibilities and tasks to do.
 3. Porinita may build the reputation of being the 'smartest of all'.
 4. Porinita may not find joy in the work she does because it is always manipulated.
- a] 2-3-1-4 b] 2-1-4-3 c] 3-2-4-1 d] 1-3-2-4

Section D

Instructions: There are 10 questions in this section. All questions are compulsory. Each question has 3 options. Select ONLY ONE option that you feel is the most appropriate and mark it on the answer sheet given to you.

Marks: 30

20. Jayesh, a chef, is facing a challenge of cooking both healthy and tasty meals for his customers. What should he do?
- a] Since he is clear about the goal, he should consider alternative ways to cook such meals.
 - b] He can look for tried and tested recipes that are likely to be healthy and tasty.
 - c] He should study the problem to understand why it is so difficult to cook healthy meals that are also tasty.
21. Ramesh has invited his friends for a housewarming party at his new house. Identify the person who is seeing financial value.
- a] Mr. Seth: "I think the best part of this house is the living room. The seating arrangement of the furniture really seems to bring the family closer."
 - b] Mr. Anand: "I do not see the use of this big flowerpot near the dinner area. The house has good aesthetics already and it is just occupying the space."
 - c] Mr. Parekh: "I bet the house has costed them a fortune because of its location."
22. Delar has got a job as a software developer after college. He has to cross-check the security of credit cards. What should his main focus at work be?
- a] To ensure that the software works in a reliable manner each time, every time.
 - b] To ensure that he sincerely finishes the work given to him on time, every day.
 - c] To make sure that he receives all the data and information required to be cross-checked and maintains the timelines given to him.
23. Swarna has to finish all her reports and audits before she leaves the organization. She asks her colleague Arunita to help her. Identify the approach that Arunita can take to demonstrate Enlightened Self-Interest thinking.
- a] She can help Swarna to finish the reports and also see this as an opportunity to learn something new.
 - b] She can help Swarna to finish the reports even if she has to compromise on her work.
 - c] She can help Swarna to finish the reports after her own work is done.
24. Hemal, a team leader, notices that a new team member Sagar is finding it hard to adjust to the environment. Sagar is getting stuck in his work. What is the best Hemal can do in this situation?
- a] Hemal introduces Sagar to the team as it will help Sagar get along with the team and not feel isolated.
 - b] Hemal gets another team member to do those parts of the work where Sagar is getting stuck, to share the work as a team and get it done.
 - c] Hemal gets the whole team together and spends time explaining the logic behind the work, encourages and guides them to think together to find solutions.

25. If you have to tell a new joinee the importance of practicing Trust Conduct, what will you say to him?
- a] Trust conduct must be practiced when maintaining business partnerships.
 - b] Trust conduct must be practiced when making decisions for your team.
 - c] Trust conduct must be practiced in every context of life, and in every interaction.
26. You are coordinating the final round of interviews in a campus recruitment drive, and you are responsible for ensuring that the panelists interview all the shortlisted students. You suddenly get a request from a student candidate to reschedule their interview. What action can you take?
- a] Explain to the candidate that rescheduling will mean resetting the time schedule of the interview panel who have busy schedules.
 - b] Investigate the reason for the request and if valid, offer alternatives to reschedule at a mutually convenient date.
 - c] Assure the candidate that if any other candidate steps out of the process, s/he will be informed immediately.
27. Arjun has been planning a trip with his cousins and finds out that all of them are unable to finalize on one date. Of the approaches given, which is the one that demonstrates Enlightened Self-Interest thinking?
- a] “I should just go ahead and finalize the dates according to my availability.”
 - b] “I should ask only those cousins who I think will come and finalize the date.”
 - c] “I should ask everyone to give one preferred week. Based on that, all of us will arrive at a date that is convenient for everyone.”
28. Rani works in the Innovation Department of a lift manufacturing company. The team is innovating one component of the lift that could lead to less power consumption. As a part of the team, how can she contribute to the success of this project?
- a] She can contribute by recruiting a team of experts who are willing to take it forward.
 - b] She can contribute by doing her part of the work in order to complete the project.
 - c] She can contribute by getting into the details of the project and committing to the success of it.
29. The lift is not working in your college building due to which everyone has to use the staircase. If you tend to look for solutions, what would you do?
- a] Bring it to the notice of your Admin officer and follow up till the lift is repaired.
 - b] Send a complaint letter to your Principal.
 - c] Create a video to show the impact on stakeholders.
