

Enrolment No./Seat No _____

GUJARAT TECHNOLOGICAL UNIVERSITY

BE- SEMESTER-VI EXAMINATION – WINTER 2025

Subject Code:3160002

Date:14-11-2025

Subject Name:Contributor Personality Development Program

Time:02:30 PM TO 05:00 PM

Total Marks:70

Instructions:

1. All questions are compulsory
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.
6. Use only OMR to answer the question paper

Marks: 70

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

After his retirement, Gangadhar Tilak Katnam shifted to Hyderabad to work as a software design engineer. He noticed accidents every day due to potholes formed by bad road construction and irregular repairs. Even when he took up the matter with the concerned authority, it did not get resolved.

Tilak then decided to fix the potholes himself, buying all the required materials using money from his pension. He quit his software job within a year to dedicate his time to filling potholes. He, along with his wife, Venkateshwari Katnam, set out on roads in a car, or what they call a *Pothole Ambulance*, to fill up potholes wherever they find one. Since then, they have been working relentlessly and have fixed over 2000 potholes on various roads and intersections. Today, hundreds of people have joined him in his initiative, under the name *Shramadaan*, with the intention of saving lives. He is popularly known as the *Road Doctor*.

1. Which of the following shows that Tilak demonstrated Human-Centric Thinking?
 - a] He was concerned about citizens getting injured and the damage caused to vehicles.
 - b] He was sympathetic about the inconvenience caused to citizens in reaching their destination.
2. What is the deepest value that Tilak created?
 - a] Providing funds for filling potholes
 - b] Making travelling by road safe for people.

- c] Ensuring that roads are well maintained.

3. Learning from Tilak's example, what would you do if you encountered a problem?

- a] I will take it as a challenge and work towards finding a solution.
- b] It will be difficult to solve the problem on my own, so I will ask for help.

4. Which of these friends demonstrates the deepest level of human-centricity?

- a] Aki checks in occasionally to ensure his friend is doing fine and offers help when asked.
- b] Raine always tries to understand his friend's feelings when they are sharing anything with him, before giving them advice.
- c] Rika proactively supports her friend who is keen to adopt a healthier lifestyle.

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 filmmaker wants to make a film in a short duration and with a low budget. What can he do?

- a] He can take into account all stakeholders' concerns, i.e., production crew, set designers, cameraman, editor, spot boys, etc. and find a way that works for everyone.
- b] He can talk with the most important members of his team, like the actors and producers. If they are fine with the decision, he can move ahead.

6. A Contributor sportsperson rejects the opportunity to advertise a product that has harmful effects –

- a] Because it goes against the values and responsibility of the sportsperson towards the public.
- b] Because the sportsperson is confident that he or she will get an even better product to advertise in future.

7. When faced with a major challenge and limited resources, which approach would you prefer?

- a] Focus on finding an immediate, practical solution that works within the current constraints, even if it's not perfect.
- b] Step back and reframe the problem to explore innovative possibilities, even if it takes more time and effort initially.

8. A Contributor Designer has two approaches to redesign the office space. Which approach demonstrates that he/she is focused on creating human & social value?

- a] Installing innovative technology so that employees can use it easily.
- b] Creating different zones for quiet reading, interactive discussions, etc., so that employees can choose to do activities as per their needs.

9. Which of them is Engaging Deeply with a subject?

- a] Radha created a new web application by learning coding on her own, constantly seeking feedback to improve the quality of output.
- b] Percy, while studying for his exams, stuck to the portion that his teacher highlighted for the exam.

10. When patients demand that the doctor give special treatment, what should the Doctor do?

- a] Announce a ‘first-come-first-serve’ policy and stick to it.
- b] Create a fast-track only for patients who need urgent medical attention.

11. Rohan notices a group of college seniors forcing a few first-year ‘freshers’ to sit in the library to do research for their own assignments. What option is open to Rohan?

- a] Shout at the college seniors so that they stop bothering the freshers immediately.
- b] Talk to the college seniors and the freshers to understand what is happening, and if needed, discuss with other students/ teachers.

12. Two students are selected for a Student Exchange Program. Which of them is recognising Utility Value?

- a] Navya: “This is a great opportunity to build my network.”
- b] Shiva: “It costs so much. I would try to make it worth it by studying hard.”

13. Thinking win-win means –

- a] Solving the problems of everyone involved.
- b] Solving the problems of important people involved.

14. Rianna is a product developer in a multi-national company. She is on a tight deadline to launch a unique product with a new client. If she were practising human-centric thinking, what would be her primary concern?

- a] “How do I ensure the product is well-researched, elegant, and of good quality?”
- b] “How do I ensure the product helps the user to meet their goals in the simplest, hassle-free manner?”

Section C

Instructions: This section has 5 questions. All questions are compulsory. Each question has 4 statements and 4 possible option choices. Choose ONLY ONE option (out of the 4 given) and mark it on the answer sheet given to you.

Marks: 10

15. Somi wants to start a reading circle in her neighbourhood, but finds that the response is very weak. What can she do to increase registrations? (*Rank the statements in the order of most contributive to least contributive.*)

1. Start with a small group of interested people, get feedback, improve how the reading circle works before popularising it further.
2. Conduct a one-time survey to find out people’s preferences and make updates to the poster so that more people may find it valuable.
3. Offer people coffee vouchers and discounts for early registrations.
4. Spend some money on paid ads for increasing registrations.

a] 3-2-4-1 b] 2-3-4-1 c] 1-3-2-4 d] 1-2-3-4

16. Cellphone service providers have a lot of personal information about subscribers. Why shouldn't they provide this data to others?

1. Subscribers have not given explicit permission to share their personal data.
2. Sharing data will always result in legal penalties for the service provider, regardless of circumstances.
3. The data could be misused by others for personal gain, causing harm to subscribers.
4. Subscribers expect their data to be shared so they can receive more personalised offers from other companies.

a] 1 & 4 b] 2 & 3 c] 1 & 3 d] 2 & 4

17. Jenna says that when she travels to a new place alone, she not only enjoys it but also overcomes her fear of travelling alone. What type(s) of value is she seeing?

1. Human & social value
2. Experiential value
3. Utility value
4. Financial value

a] 1 & 2 b] 2 & 3 c] 1 d] 2

18. In day-to-day situations at college, with friends, etc., Rhea often ignores the interests of others and just chooses to focus on whatever is in her interest. For example, she helps friends only if she also benefits from the situation, she does only as much work as is in her scope, etc. From the options given below, which of the following is likely to happen to Rhea?

1. Rhea's friends may not be keen to select her as a team leader for group projects.
2. Rhea is likely to become distant from her peers and friends.
3. By only sticking to and doing what she 'wants', Rhea is likely to stay in her comfort zone and stagnate in the work that she does.
4. Rhea is likely to become more productive as she focuses single-mindedly on what she wants to do and keeps herself away from getting distracted by what others want.

a] 1 & 4 b] 1, 2, 4 c] 1, 2, 3 d] 1 & 3

19. Rupinder wants to be a librarian, so he does a short internship in a library. Which of these statements demonstrates that he had Engaged Deeply during the internship?

1. He found that the principles of library science could be applied in other industries.
2. He recognised how complex library science was as a subject and that he needed to study it in depth.
3. The internship made him realise he has to spend time going through books.
4. He felt the library would not be an exciting workplace as he wouldn't be able to interact with his co-workers.

a] 1 & 2 b] 2 & 4 c] 1 & 4 d] 2 & 3

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. A project manager is recovering from a leg fracture and is unable to go to work, making it difficult for her to fulfil her regular duties of overseeing ongoing projects. Which of the following questions could help her design the most appropriate solution at that time?
 - a] Should I look for other work-from-home jobs where my skill sets can be applied?
 - b] Should I look for ways to use my skill set for different kinds of work in the same company that can be done remotely?
 - c] Should I take a break from working till my leg is healed and continue my job after that?
21. Chandu goes to the supermarket in the next street to return a product he bought 15 days ago. Even though this exchange should have been done within 2 days, the supermarket owner replaces the product without any questions. Which of these Contributor Practices is the owner demonstrating the most?
 - a] Demonstrating Trust conduct in his dealings with customers.
 - b] Demonstrating Solution thinking as he's solving customer's problem.
 - c] Active sympathy towards what the customer is going through.
22. Several remote teams (Engineering, Design, Marketing, and Customer Success) are collaborating across time zones on a product update. The Engineering lead discovers a critical bug that could delay the release by two weeks. Which immediate action would best build trust among all remote teams?
 - a] Notify all teams on the shared communication channel (e.g., WhatsApp group) with a clear status update and a proposed plan, inviting inputs and co-ownership.
 - b] First, try to fix the bug quietly with a couple of engineers and only inform other teams if the fix fails.
 - c] Escalate privately to senior management and wait for guidance from senior managers before informing the rest of the teams.
23. Which of these actions best describes Enlightened Self-Interest thinking?
 - a] Pranav believes that improving his skills is important. However, he acknowledges his team's contribution to becoming a better basketball player.
 - b] Shama believes in improving her skills, so she practices sincerely every day to play well in matches.
 - c] Adil believes that each player's performance will directly affect the performance of the team, so it is important to practice and improve their skills together.
24. A retired school principal observes that many youngsters in his locality are not getting jobs. Which of these approaches demonstrates maximum Human Centric Thinking?
 - a] He starts teaching these youngsters how to talk well, how to present their work and strengths in a convincing way, etc., to make them feel confident.
 - b] The principal speaks to all the youngsters who have been rejected, to console them.

c] The principal starts talking to nearby shops and small businesses about how employing youngsters will help their own business to grow.

25. Suparna, a team leader, has been given a challenge to complete the project they are working on in just 3 more days. There are still many tracks that need to be completed. If she is a Contributor, what would she focus on first?

- a] How much time, resources and people do we have?
- b] What is the project goal? Does every team member know their contribution and role clearly?
- c] What are all the pieces to be completed? What are the constraints in the situation?

26. Allan is asked to help with sponsorship for the upcoming tech festival of the Department. He is given a target to achieve. Which approach shows that Allan is engaging deeply?

- a] He goes to those sponsors who always contribute to their tech festival every year so that he can meet his target easily.
- b] He asks his friends to go with him so that he makes it fun & interesting for himself.
- c] He decides to creatively think of new sponsors to surpass the initial target given to him.

27. Different departments of a university should work in close coordination with each other because –

- a] One department may have information which can be useful for the other department.
- b] That is what is expected as they are part of the same university.
- c] Different departments bring different perspectives to understand and solve problems faced by the university.

28. A team of Medical Representatives (MRs) of a pharmaceutical company are being trained on how to sell a new medicine to doctors. They are asked to promise a full money-back guarantee if the doctor feels the medicine is not working. What will a Contributor MR (who believes that trust is important) think?

- a] What will be the impact on sales of the medicine in the market?
- b] What will be the impact on doctors, patients, public, etc., both in the short term and in the long run, due to such a policy?
- c] What will be the economic impact on the company and on the doctors when there is a full money-back guarantee?

29. Tamia has recently moved to a new city for her job, but she has been falling ill often because of the change in food, water, climate, etc. What should she do?

- a] She can adopt a healthy lifestyle to improve her immunity – that way she can enjoy her job and the city.
- b] She has to take the necessary medicines whenever she falls ill – there is no other answer.
- c] She could start looking for a remote job and move back to her hometown before her health worsens.

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GUJARAT TECHNOLOGICAL UNIVERSITY

BE- SEMESTER-VI (NEW) EXAMINATION – WINTER 2024

Subject Code:3160002

Date:17-12-2024

Subject Name:Contributor Personality Development Program

Time:02:30 PM TO 05:00 PM

Total Marks:70

Instructions:

1. Use only OMR to answer this question paper
2. All questions are compulsory
3. There are 29 questions (in 4 sections) in this question paper.
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Section A

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Marks: 10

When Omprakash Mishra became a government schoolteacher, he was posted in a tribal area. He was energized as this gave him the chance to change education and bring transformation in the lives of the children. On his first day he was greeted by only 2 students from a batch of 27, which made him realize that something more had to be done than just teaching.

Initially, he found that students skipped school to help parents during the harvest season. He never gave up and found out new ways to support children by providing them with food, books, etc. He worked on helping parents realize the importance of education. He brought innovation into teaching by creating simple and approachable techniques for the tribal students to learn Science and Mathematics.

He was determined to simplify knowledge not only for the students but also for the teachers. He wrote a science practical book which illustrated every science experiment in the syllabus and helped teachers replicate experiments using locally available and cheap resources. After his intervention, students scoring over 90% in the district, rose from 3 to 32 and there was an increase in student participation in science fests from his district.

1. As a Contributor, what is the deepest value that Omprakash Mishra created?
 - a] He simplified knowledge not only for students, but also for the teachers.
 - b] He created simple and approachable techniques for the tribal students to learn Science and Mathematics.
 - c] His intervention led to the increase in participation of students in science fests.
2. Which of the following shows that Mishra demonstrated Human-Centric Thinking?
 - a] He found new ways to support the tribal children by providing them with food, books, etc.

- b] His work helped teachers replicate experiments using locally available and cheap resources to help more children.
- c] He created simple ways for teaching in the classroom.

3. Learning from Mishra's example, what would you do if you encounter a problem?

- a] I will take it as a challenge and work towards finding a solution.
- b] I will ask for help as it will be too difficult for me to solve the problem on my own.

4. To do good work like Omprakash Mishra, what is critical?

- a] You need to take a social cause and continue to look for different ways to solve it over time.
- b] You need to be interested or feel strongly about some social cause.

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. Which of these actions is related to the practice of Enlightened Self-Interest?

- a] To focus on the constraints and limitations of resources before finding an answer to a problem that affects many people.
- b] Actively including the interests of others and how everyone's concerns can be met.

6. You are a project lead at a busy technology firm. Today, you have an important meeting scheduled with team members. However, an urgent personal matter requires you to leave early. What would you do?

- a] Tell them that there is no need for the meeting and cancel it.
- b] Inform that the meeting needs to be postponed due to some personal urgency.

7. Maithili's grandfather suffers from arthritis. She came across an easy and completely harmless diet on the internet which claims to cure arthritis. Which of these actions show that Maithili is a Contributor?

- a] She immediately asks her grandfather to try the diet.
- b] She investigates to find out whether the diet is appropriate for her grandfather, before discussing it with other family members.

8. Pranesh has invited his colleagues for a housewarming party at his new place. Given below are some snippets of the conversations at his place. Identify the person who sees utility 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 people together."
- b] Mr. Anand- "The basin for washing hands is near the dining table. It is a useful design."

9. You are an Interior Designer, asked to renovate an Old Age Home. You notice that the staircase is too steep. Which of these modifications would you choose?

- a] People seem to be using the staircase as it is. Adding a handrail on one side will be a good design.
- b] Along with the staircase, a ramp for elderly people will help them, especially people in wheelchairs.

10. Choose the option which appeals to you the most.

- a] My locality is not clean. My friends and I can keep trying different ways to ensure that people are more aware of the benefits of clean surroundings.
- b] My locality is not clean. My friends and I have conducted so many cleaning drives, but after a few days, we see that people keep littering and the area is back to how it was.

11. A local cable and internet service provider is recently receiving a lot of complaints from its customers who are not happy with their services. What should be their long-term focus?

- a] Rebuilding their customers' trust and faith in the company.
- b] Giving guarantee that customer complaints will be addressed without fail.

12. a] Maintenance of public property is best done when all stakeholders see the benefit.

- b] Maintenance of public property is best done only when there is a direct order to the local government from the court.

13. A politician received complaints about the constant dust and noise due to the nearby construction in his constituency. For a busy politician, which of these actions is most appropriate?

- a] The politician can reassure the people that the dust and noise is temporary - only until the construction phase is over.
- b] The politician can find out the details from his team to understand how to reduce the inconvenience.

14. People around the world hold protests against police brutality which happened far away in another country as –

- a] They want to express their support and grief for the family's loss.
- b] They see the value and importance of life.

Section C

Instructions: This section has 5 questions. All questions are compulsory. Each question has 4 statements and 4 possible option choices. Choose ONLY ONE option (out of the 4 given) and mark it on the answer sheet given to you.

Marks: 10

15. The lockdown due to COVID-19 is long over. Instead of going back to working full time in office, companies continue to opt for the hybrid model and work flexibly in terms of coming in to office or working from home. There are many reasons behind this shift. (*Rank the statements in the order of most contributive option to least contributive option.*)

1. Companies find that employees are more satisfied with better work-life balance.

2. Because companies will now need to maintain lesser office space and can save on rent.
3. Because companies are informed by employees that by avoiding the morning rush hour travel, they are able to give more hours and work better.
4. Companies will not have to give travel allowance to their employees.
a] 3-2-1-4 b] 4-3-1-2 c] 3-1-2-4 d] 3-4-1-2

16. A chef working in a restaurant is asked to work on a new menu. As a Contributor, how can the chef go about this?

1. By looking at dishes being offered by competitors and making a similar menu to cater to demand.
2. By understanding the reason for a menu change and working on different ingredients and recipes to meet the objective.
3. Putting together a mix of existing items and new ones to create the new menu.
4. Surveying customers to find out what dishes they enjoy so that customers' tastes and expectations are considered.
a] 1 & 3 b] 2 & 3 c] 2 & 4 d] 2, 3, 4

17. Here are 3 Air Hostesses who explain what is most important about their role. Which of them is practicing Human-Centric Thinking?

1. "In my role, it is important to be immediately available whenever the passengers call me."
2. "The most critical part of my role is to provide meals on time to passengers before they start complaining."
3. "The most important part of my role is to make every passenger's journey comfortable."
a] 3 b] 1 & 3 c] 1 & 2 d] 2

18. Which of these options highlight the value of considering the interests and concerns of multiple stakeholders before taking any action or decision?

1. By considering the interests and concerns of multiple stakeholders, one can create the feeling of team spirit and bonding with others.
2. By considering the interests and concerns of multiple stakeholders, one's decisions will not be questioned by most people.
3. By considering the interests and concerns of multiple stakeholders, one knows what other points of view are and can ensure that one's own interest is not being opposed by someone else.
4. By considering the interests and concerns of multiple stakeholders, one can make more thoughtful and well-rounded decisions.
a] 1 & 4 b] 1, 2, 4 c] 1, 2, 3 d] 2 & 3

19. You are the owner of a pharmacy shop. You have promised to deliver essential medicines to patients in your neighbourhood. But you realize that those medicines are now out of stock. What will you do? (*Rank the statements in the order of most contributive option to least contributive option.*)

1. Ask nearby pharmacy stores if they have it in stock so that you can procure and deliver it to the patients.
2. Inform the patients that you don't have the required medicines in stock and suggest a few other stores where they could try to get them from.

3. Reach out to other stores across the city and nearby cities and find ways to source the medicines for the patients to keep your promise.
4. Tell the patients that you don't have the required medicines in stock and due to a shortage of staff you can't do anything about it.
 - a] 3-2-1-4
 - b] 3-1-2-4
 - c] 3-2-4-1
 - d] 3-4-2-1

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. Karim is a senior engineer in a construction company. He has been offered a chance to lead a difficult project – construction of a tunnel under a heavily populated city. This is the first time that his organization is doing such a project. What should Karim do?
 - a] Keep a back-up plan ready in case he fails.
 - b] Decline the offer if he cannot ensure its completion.
 - c] Take up the project and work towards making it successful.
21. As a Contributor, what would be the deepest value a soap manufacturer would want to create through his manufacturing unit?
 - a] He would want to make a unique product that no one else produces in the world.
 - b] He would want to create a product having excellent quality.
 - c] He would want to create a product that his users would willingly want to use over and over again.
22. Thousands of women every year, especially in Punjab and Haryana, fall prey to marital fraud by Non-Resident Indian (NRI) spouses. After marriage, the NRI grooms abandon their wives and leave suddenly. What kind of thinking would best help the Regional Passport Office (RPO) and the government, who have the necessary authority and power, to address this issue?
 - a] Counselling affected women and helping them come out of their troubles.
 - b] Using their power to punish the accused men and delivering justice to these women.
 - c] Taking steps to strengthen the self-esteem and confidence of these women so that they themselves can fight back.
23. A bridge in a major city recently collapsed, killing many citizens. Investigations show that some officials neglected regular safety inspections and used substandard materials to cut costs during construction. What is the highest consequence of such actions?
 - a] Citizens will constantly complain.
 - b] The entire government might be considered untrustworthy due to the negligence of a few officials.
 - c] People might feel unsafe to travel on bridges and lose trust in the government's ability to provide services for citizens.
24. Three people have the same hobby of gardening. Which of them is demonstrating deep engagement the most?
 - a] Shampi, who makes sure that she waters the plants on time and regularly.

- b] Firoz, who reads up books on gardening to understand new techniques and keeps trying them out.
- c] Tasneem, who learns from talks by experts on how to maintain house plants as and when she gets time.

25. You are coordinating the final round of interviews in a campus recruitment drive of the organization and 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] Investigate the reason for the request and if valid, offer alternatives to reschedule at a mutually convenient date.
- b] Explain to the candidate that rescheduling will mean resetting the time calendars of the interview panel who have busy schedules.
- c] Check for any other candidates that might have backed out on the date requested and inform the student immediately.

26. Ashok is a popular actor. How can he be a contributor during film shootings?

- a] By being punctual and learning his lines before the shooting begins.
- b] By calling up the sets before reaching the shooting venue to check if everything is ready before arriving.
- c] Like all the other actors, being respectful of his co-stars and other people on the sets.

27. Raftar has an important assignment to submit, but he has not been keeping well for the past few weeks. What should he do to effectively handle the situation?

- a] He can take help from his classmates & teacher to understand the topic well which can allow him to do the assignment in a simple way within the deadline.
- b] He can explain his circumstances and request his teacher for an extension to complete the assignment.
- c] He can let go of this assignment and focus on completing the next assignment where he can make up for the marks.

28. In a media company, two rival teams have the same common room for breaks. Due to the rivalry, they do not want to share the common room as it often leads to disagreements. As an HR Manager of the company, how should Ramona look at this situation?

- a] This is an office. We cannot give separate common rooms for every team. They have to adjust room timings between themselves.
- b] Such rivalries can become very complicated and out of hand. I need to find some alternate arrangement soon before anything unwanted happens.
- c] Rivalry and competition are good for business. But not when taking a break in the common room. Some team bonding exercises need to be done.

29. Meher has delayed submitting her project for the third time in a row. If she planned her work well in advance, what is the maximum value she would create for herself?

- a] She can learn about the subject/ topic.
- b] She can have enough time to keep improving her work.
- c] She will not get stressed at the last moment.

Seat No.: _____

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GUJARAT TECHNOLOGICAL UNIVERSITY

BE - SEMESTER-VI (NEW) EXAMINATION – WINTER 2023

Subject Code:3160002

Date:20-12-2023

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Marks: 10

Case:

It was a usual weekday morning when a traffic police inspector in Gujarat was on duty at a busy junction. He saw sewage overflowing from a manhole, causing traffic issues. He called the sewage board office, whose officials came, inspected and promised to return soon. But half an hour went by and nobody came. It was the peak hour.

The traffic police inspector decided to take matters into his own hands. He immediately hired a few laborers from the locality to do the work. It seemed like they needed help to resolve the problem faster. So, along with other traffic policemen, he joined them in removing the sewage water. By the time the sewage board employees came, the issue had already been resolved with their proactive assistance.

Case constructed based on true events.

1. What according to you, was his thinking behind taking the ownership to solve the problem as a Contributor traffic police inspector?
 - a] “It is the peak hour of the day! The sewage board should have come on time. They are unreliable. So, I need to take matters into my hands.”
 - b] “I cannot stand here waiting for them to come. The traffic will start increasing. Let me just look for the help I need locally & get it done.”

c] “This is so irresponsible of the sewage board. This is my assigned area and if my seniors come to know that traffic on my route has increased, I’ll be in trouble. So, let me take matters in my hands.”

2. How did the traffic police inspector demonstrate Active Sympathy?

- a] He was sympathetic about the office goers getting delayed on a working day.
- b] He was focused on solving the traffic issue for public welfare.

3. The traffic policeperson needed the help of other experts. What is a smart way for a contributor to work when he faces a problem at work like the traffic policeperson did?

- a] Wait for the experts to come to do their work.
- b] Look for alternatives to get the work done.
- c] Do the work and find a way to solve the problem.

4. Choose the option closest to thinking in Enlightened Self-Interest –

- a] “For addressing problems, we have to do all the work alone without anyone’s help.”
- b] “For addressing problems, it is best to involve the concerned people and work together.”

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. To help students complete their project work, an Industrial Visit to a furniture-making factory was organized from your college. Identify the student that recognizes Human Value.

- a] Kirti – “Going to the factory was of no use to me as I am not even going to work in that industry. It wasn’t helpful to me at all.”
- b] Jaya – “It was exciting to actually see how they make furniture. The way this factory works, inspired an idea on how I can improve my project.”

6. Two teachers are correcting answer sheets. Which of them is practicing Active Sympathy?

- a] Monal – “How can I correct papers fast? There should be some AI technology to do this faster.”
- b] Sheetal – “How to give feedback in the paper so that the student learns to answer these questions better?”

7. Identify the person who is working with Trust Conduct when writing an assignment –

- a] “I can go to the library and base my assignment on what seniors have written on the topic.”
- b] “I can write based on my understanding and research on the topic, giving due credit to previous writers.”

8. Solution Thinkers respond differently to problems because they –

- a] Analyze the constraints in the problem and wait to get more resources that would help them solve the problem.
- b] Study the goal and find alternative solutions that can best achieve the goal within the given constraints of the problem.

9. Two friends have been invited to watch a live concert of a famous singer with other celebrities for an hour. Who amongst them is showing ‘Experiential Value’?

- a] Jinesh – “I will never forget this concert! It was a truly memorable experience interacting with some of the celebrities.”
- b] Saloni – “I took a lot of photos for posting on Instagram! This concert was perfect for getting more followers on my social media page.”

10. Which of these actions is related to the practice of Enlightened Self-Interest?

- a] I efficiently handle and complete multiple tasks everyday such that the people impacted by my work have no complaints against me.
- b] I consider others’ interests in every action I take and think of how everyone’s concerns can be met and achieved.

11. Your friend wants confidential information from your company because he is thinking about investing in their shares. Trust is built when –

- a] You don’t provide any data, as it is confidential.
- b] You give some part of the data that you have so that you don’t disappoint him.

12. a] When faced with a challenge, it is best to try out new ways of solving it so that the end goal is met.

b] When faced with a challenge, it is best to follow the known ways of solving it so that failures are minimal.

13. Just before the end of semester exams, students hear that the exam pattern for a course is going to be changed. Which one of these students is ‘practicing Engage Deeply’?

- a] Kamal – “Is it true? Are there any official reports or circulars mentioning the same?”
- b] Parini – “What is the new pattern? How will we prepare ourselves for the exam at the last minute?”

14. Two students have been selected for a course on Artificial Intelligence at Bangalore. Who is creating Utility Value?

- a] Shaila – “This is a good opportunity to build my network with other engineers there.”
- b] Neerja – “It costs so much! I will study hard for it to make it work.”

Section C

Instructions: This section has 5 questions. All questions are compulsory. Each question has 4 statements and 4 possible option choices. Choose ONLY ONE option (out of the 4 given) and mark it on the answer sheet given to you.

Marks: 10

15. A popular actor stopped endorsing a Paan Masala brand after his son asked him “Why do you support poison?”. Which of these statements demonstrate Trust Conduct? You can select more than one statement.

1. “Other youngsters like my son could get influenced by what I say. So, I have to be careful.”
2. “I don’t want my son to face any controversy or negative publicity because of what I do.”
3. “I must support and endorse products and causes that I believe in as what I say or do can have consequences on others’ actions.”
4. “I am not losing anything even if I don’t promote this Paan Masala. I will surely be approached by other products and brands for new assignments.”

a] 1 & 2 b] 2 c] 3 & 4 d] 1 & 3

16. Ratinder wants to be a librarian. So, he does a short internship in a library. Later, he does not pursue a Certificate course in Library Science. Which of these statements demonstrate that he had engaged deeply during the internship? (*You can choose more than one statement.*)

1. After working in the library, he found that the principles of library science like organizing books in a systematic order could be applied in other industries like e-commerce. So, he decided to pursue a career in those.
2. After working in the library, he recognized how complex library science was as a subject and thought he should do a more intensive course to develop a stronger foundation in it.
3. The internship made him realize that he can earn more through other professions.
4. After working in the library, he felt that it would not be a very exciting place to work.

a] 1 & 2 b] 2 & 4 c] 1 & 4 d] 2 & 3

17. Farhan notices that with each passing year, fewer and fewer youngsters are participating in the Water Conservation Drive held in his locality. As a Contributor, how would he Think Solutions?

1. “It is natural. Youngsters will only join fun events and parties.”
2. “Haven’t we faced this issue of participation before? I am sure someone has found an answer to deal with this problem.”
3. “The few youngsters who care about the cause will participate. No point in trying to convince others.”
4. “What are some ways to get all the youngsters actively and seriously involved in such events?”

a] 4 b] 1 & 3 c] 2 & 3 d] 2

18. When you think of the multiple stakeholders involved in any situation, and try to arrive at a shared goal that takes into account their concerns, you are practicing –

1. Enlightened Self-Interest because you are thinking about everyone and not just yourself.
2. Creating Value because you are thinking of the value and respect of each stakeholder.
3. Solution Thinking because you are trying to find a common answer.
4. Active Sympathy because you are trying to show sympathy for everybody.

a] 1 b] 4 c] 2 & 3 d] 3

19. Team leaders often do not send their teams for training because of the immediate workload at hand. This practice should be discouraged because –

1. The training team will feel discouraged, and their time is wasted.
2. The team's ability to bring in new thinking into their work gets limited.
3. The team members miss the opportunity of learning.
4. No one will take company trainings seriously.

a] 1 & 4 b] 2 & 3 c] 1 d] 3 & 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. In an interview, Jenil doesn't know the answer to a challenging question. How can he respond to build trust?

- a] He can ask the question again and then ask a smarter question in return.
- b] He can admit that he doesn't know the answer.
- c] He can think through the question and try to answer it with whatever he knows.

21. Shamili works in the Administration Department of a college. She is always scared to try new ideas or different methods at work. According to you, what could be the reason for her fear?

- a] Because the management punishes staff when there is a failure.
- b] Because her seniors will have to take responsibility for her failures.
- c] Because she recognizes the consequences of her work on other people.

22. An advertisement for a face wash was withdrawn as wrong facts were shown. Under what conditions should an advertising agency apologize to the public?

- a] Only if they have set wrong expectations in the minds of people by giving out wrong facts.
- b] Only if there is a critical long-term consequence of this on their customers.
- c] Only if it is proved in a court of law & the court orders them to apologize.

23. Samir's exams are coming up. Which practice would you recommend so that he can improve his answers this semester?

- a] He could practice writing answers from past question papers.
- b] He could practice writing answers and then show it to his seniors or friends for their feedback for improving his answers.
- c] He could not only understand where his gaps are but also how he could improve the quality of his answers.

24. As a Contributor, how would a team leader, dealing with tight deadlines at work think in Enlightened Self-interest?

- a] As a leader, he would work day and night to achieve his goals, at the cost of his health.
- b] As a leader, he would be committed to meet the tight deadlines and grow as a leader.

c] As a leader, he would be willing to change timelines if he / his team face difficult circumstances which could stop the work.

25. Nimay is a social worker who works for children's education in underprivileged areas. He finds out that children are not attending school because they are helping their families in the factories. As a Contributor, what can Nimay do to reduce the number of dropouts?

- a] He can follow the guidelines given by the supervisor and sincerely make as many home-visits in the day as possible to educate the parents.
- b] He can try to convince the children to attend school as it is their right – instead of going to the factories.
- c] He can meet the families to understand the situation and find a solution that addresses the concern of parents, school and children.

26. According to you, what do you think are the payoffs of seeking 'clarity' when engaging with any subject?

- a] You are able to get good marks in that subject.
- b] You are able to communicate your understanding of the content of the subject to your classmates.
- c] You are able to form your own understanding of the subject by connecting it to several real-world examples.

27. Maganlal has recently started a business to sell diamonds. As part of his marketing approach, he decides to make an advertisement that highlights the entire journey of making a diamond ring/ ornament. What could be his thinking, if he was a Contributor Businessman?

- a] To help every customer understand the deeper process behind diamonds so that they value it more.
- b] To assure the customer that Maganlal's diamonds are of high quality.
- c] To ensure that the advertisement appeals to multiple customers & will bring more business.

28. A Team Leader has been given a challenge to complete their project in just 3 more days. There are still many pieces that are not completed. If she is a Contributor, what would she focus on first?

- a] What are all the pieces to be completed? What are the constraints in the situation?
- b] What is the project goal? Does every team member know their contribution and role clearly?
- c] How much time, resources and people do we have currently?

29. Which of these actions best describe Enlightened Self-Interest thinking?

- a] Parun acknowledges every member on his team while receiving an award for 'Star Performer of the Month.'
- b] Shonu works sincerely every day to meet her targets.
- c] Sanju stays back after every basketball practice to work on his skills & help others because each one's performance will affect the performance of the team.

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?

- a] As the institute had used marketing techniques that covered up the essential criteria for getting a job.
- b] 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?

- a] “I keep dropping my phone so many times, this flip cover will protect my phone from damage.”
- b] “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?

- a] “What kind of inputs do you want? I will keep that in mind while watching the film.”
- b] “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?

- a] “Let us find out how much the cycle costs and discuss with our parents if they can afford it now.”
- b] “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 –

- a] Offer support to her team members. Help them complete their work after she completes her work.
- b] 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.*)

1. The resources available in the situation.
2. The end-goal of the situation and how to get there.
3. The source of the problem.
4. 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.
