

Gujarat Technological University

Diploma in Engineering Question Paper

Subject: Contributor Personality Development Program

Sub Code: 1990001/ 3990001

There are 29 questions (in 4 sections) in this question paper.

All questions are compulsory.

Marks: 70

Section A

Instructions: This section has a case. 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

The Oberoi Group, established in 1934, is the 2nd largest hotel company in India. It was started by M.S. Obreoi who was born in a small village. Due to financial difficulties Mr. Oberoi couldn't continue with his higher studies. He therefore took up many small jobs, but none lasted or paid him enough money. He once went to Shimla to appear for an exam for the post of a junior clerk in a government office but failed in the exam. When in Shimla, he was passing by a hotel and decided to try his luck by asking the manager if any job was available. He got a job as a manager there, and this was the beginning of his career in the hotel management industry.

1. Why do you think M.S. Oberoi succeeded despite the difficulties he faced?
 - a] He took up whatever work that came to him without hesitation (e.g. small jobs).
 - b] He was actively looking for opportunities wherever possible.
 - c] He was at the right time at the right place (e.g. the hotel manager's job was available when he went there).
2. What would you admire the most about a person like Mr. Oberoi?
 - a] He has grown from having nothing to owning the 2nd largest hotel company in India.
 - b] He worked hard and learnt the necessary skills & knowledge through his jobs to build a successful business of his own.
 - c] He learnt from every experience of his life, and developed himself to lead a successful business.
3.
 - a] Oberoi group should be proud of the efficiency and high standards of its hotels.
 - b] Oberoi group needs to keep improving its customers' experience at its hotels.

4. Mr. Oberoi never complained about his past experiences because –
a] He was grateful for all that he had experienced.
b] Later in life he became extremely successful.

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 bank cashier, asks customers to count notes before leaving so that –
a] There is no scope for him to make any mistake.
b] The customer feels reassured after counting the money.
6. The Head of village Panchayat is successful when –
a] Villagers feel empowered to solve their own problems.
b] Villagers feel comfortable to approach her and seek help to resolve their issues.
7. As a football coach –
a] I ensure that my team is becoming more capable of winning, as time goes by.
b] I ensure that no player ever misses any of the practice sessions.
8. When dealing with a new and challenging problem, it is important to –
a] Think of new solutions which no one has thought of before.
b] Come up with effective ways to solve the problem.
9. Working hard and struggling to prepare for an entrance exam is worth it –
a] Only when I get admission in the institute of my choice.
b] Only when I learn to deal with pressure well, learn to study different subjects within a short period of time, etc.
10. If the project that your team is working on meets with a crisis –
a] It is the responsibility of the team leader to resolve it.
b] It is the responsibility of the whole team to resolve it.
11. a] Stakeholders need to be included in all decisions.
b] Stakeholders need to be pleased and kept happy.
12. Before implementing a new curriculum, school authorities should find out –
a] How will the new curriculum change the way in which their students study?
b] How many students/ parents in their school will be willing to opt for the new curriculum?
13. 'Listening' is important in Group Discussion –
a] To broaden your understanding of the topic.
b] To decide if you agree or disagree with a point of view.

14. A politician should strive to maintain peace and harmony in community so that –
- a] He is never accused of causing any unrest/ violence in community.
 - b] People trust his ability to lead the community.

Section C

*Instructions: This section has 5 questions. All questions are compulsory. Each question has 4 statements. Rank the statements in the order of your preference **from most preferred to least preferred**. Choose **ONLY ONE** option (out of the 4 given) that is closest to your ranking and mark it on the answer sheet given to you.*

Marks: 10

15. Murthy & his team spent a year on developing a machine to make manufacturing of clothes easier and faster. However very few manufacturing companies were interested in buying the machine. How would you prefer Murthy & his team to respond to this situation? *(Rank in order of most contributive to least contributive option.)*

- 1. The response of customers shows that this solution won't work. They could stop working on this machine and take up other projects that are more likely to succeed.
 - 2. The response of customers shows that Murthy & team don't have the capability to develop such innovative technologies in the market. The team needs to break up.
 - 3. The response of customers can be used to find out what parts of the solution worked and what didn't. They could develop and test out improved versions of the solution.
 - 4. The response of customers can be used to learn what works and doesn't work in the market. This will be useful in the future.
- a] 4-3-1-2 b] 3-4-1-2 c] 4-1-3-2 d] 3-1-4-2

16. A physics teacher notices that one of the students is finding the subject really difficult and is scoring badly. What can he do? *(Rank in order of most contributive to least contributive option.)*

- 1. He can explain the topics repeatedly where the student is facing the most difficulty.
 - 2. He can give additional practice tests to help the student become familiar with the common questions related to the topics.
 - 3. He can clarify the basic concepts for the student, so that the student can find answers for himself.
 - 4. He can teach him certain learning techniques to improve his learning not only in physics but in other subjects too.
- a] 3-4-2-1 b] 4-3-1-2 c] 4-3-2-1 d] 3-4-1-2

17. Why is it important to keep learning and growing at all times in organizations where you work? *(Rank in order of most contributive to least contributive option.)*

- 1. Because it opens up career opportunities even in different fields.
- 2. Because one can help bring new ideas into the organization.
- 3. Because then one can do high quality work.

4. Because then one can stay ahead of competitors.
a] 2-3-1-4 b] 1-4-3-2 c] 3-2-1-4 d] 4-3-2-1
18. A local cable and internet service provider is working on improving its services as many customers are not happy with their services. Why is the service provider doing that? (*Rank in order of most contributive to least contributive option.*)
1. The customers will start having faith in the service provider over a period of time.
 2. The customers will find the services provided are more reliable.
 3. The customers will stop complaining about the poor quality of the services.
 4. The customers will feel satisfied that their complaints have been addressed.
- a] 4-2-1-3 b] 2-4-1-3 c] 1-2-4-3 d] 2-1-4-3
19. Your close friend John does well in his exams despite not having studied. What will you think? (*Rank in order of most contributive to least contributive option.*)
1. "I'm glad he got good marks. But this won't help him learn the subject."
 2. "His parents will appreciate him for his marks! He should enjoy the moment."
 3. "He must be intelligent! He could probably do much better if he studied."
 4. "He got good marks in the exams; that is what matters!"
- a] 3-2-4-1 b] 1-3-2-4 c] 4-2-3-1 d] 2-1-3-4

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. While building my resume for a particular job in a specific company, it is important to –
- a] Communicate all the information and facts correctly.
 - b] Talk of those capabilities which are directly relevant to the company.
 - c] Ensure that the resume has a professional look and language.
21. When Reema, an expert senior architect, was unable to answer a question asked by a junior, she accepted that her knowledge about that particular topic is limited. The impact of her response is –
- a] People would get the right guidance they can rely on.
 - b] People would not consider her as an expert.
 - c] People would respect her humility.
22. Ajmal has recently started a Kathak dance academy for children, and wants more children to join. Whom should he discuss with, to come up with effective solutions?
- a] Only with parents (as they take decisions on behalf of children).
 - b] Only with children (as they should be interested).
 - c] Any other people (as they may have different ways to approach the challenge).

23. We feel successful when India wins Olympic medals because –
- a] We have beaten the competition.
 - b] We have shown the world that India is no less than any other country.
 - c] We have managed to improve our track record despite several obstacles that our players face.
24. If you were a grocery shop owner, why would you offer home-delivery to your customers?
- a] It opens up more chances to give customers access to our services.
 - b] Because customers expect such services these days.
 - c] It will add to the earnings beyond what we sell through the shop.
25. Just a day before the submission of your group project, one of your team members falls ill and is unable to work on the project. Which of the following responses would you choose?
- a] Explain your team's situation to your teacher and ask for more time, as it has become difficult for the rest of the team to submit a good project on time.
 - b] Work on the project at his house to submit it on time. That way he will be able to give his ideas and participate even though he may not be able to do much.
 - c] Put in whatever extra effort needed to complete his part of the work as well and submit the project on time.
26. Your friend has made a short film on 'life in a college campus'. He wants you to see and give feedback for film. What are you likely to ask him?
- a] Of course, as a friend, I will have to give you my feedback.
 - b] What kind of inputs do you want? I will keep that in mind while watching the film.
 - c] How long is the film? I will definitely watch it if I find the time.
27. Why should Daniel take up the internship to work with a leading doctor for a few years and then plan to set up his own clinic?
- a] Setting up his own clinic will be difficult and will take a lot of time. People may not be comfortable with a new doctor.
 - b] He first needs to learn from others. The experience of working with an experienced doctor will be valuable to him.
 - c] Better to work in an established clinic until he develops the confidence to set up his own clinic.
28. You own a factory that makes CDs and the business is failing. You are thinking about other areas where you can start a new business. This makes you believe that –
- a] You can handle whatever challenges come your way.
 - b] There is no option, but to adjust to the changing environment.
 - c] You have to be careful about all the decisions you make.
29. If you had to ask the company one question at the end of an interview, what would it be?
- a] What kind of role do you typically give people with my skill-sets?
 - b] What kind of work-life balance can one expect in your organization?
 - c] What kind of challenges do you want your people to take up?