

GUJARAT TECHNOLOGICAL UNIVERSITY

MCA SEM-IV SUMMER EXAM 2012

SUB CODE: 1990001

Subject: Contributor Personality Development Program

Date: 21/05/12

Marks: 70

Time Duration: 10.30am-1.00pm

---

*Instructions: There are 90 questions. All questions are compulsory. This is a multiple choice test. Each question has 4 options. Select the option you feel is the most appropriate and mark it on the answer sheet given to you. Please note that there are no wrong answers. The best option carry 5 marks, second best option carry 3 marks, third best option carry 2 marks and the fourth best option carry 1 mark. Max Marks scored = (Marks obtained/450)\*70. Please note that there are no wrong answers.*

1. Nila is a new joinee and is confused about how to obtain stationery she needs. She approaches Derick. Which response of Derick's would make Nila go back to him for any help in future?
  - a] "Let me take you to the Office Supplies department. They can help you out."
  - b] "I am not sure myself. I will find out and get back to you."
  - c] "The Office Supplies department is on the first floor. You can find out from there."
  - d] "Let me tell you all other procedures followed in office so that you can feel comfortable."
  
2. Pramila joined as an intern in the HR department of a bank. She is asked to update the attendance every day from the register to the computer. Which of the following statements show the most that she has completely lost the vision of her work?
  - a] This is useful to the HR head to keep track of all the employees and their leaves of absence.
  - b] This is easy but monotonous work. I wonder how it can be useful.
  - c] This would be a valuable data to understand trends in attendance and absence. It could also be used later by the department.
  - d] This is just for my internship certificate. Let me just do what they ask me to.
  
3. The fruit vendors wanted to open accounts in the bank (to save money). The bankers wanted new accounts in their bank. The problem was that the fruit vendors did not have the time to leave their carts to go to the bank. So the bank decided that they would go to the fruit vendors and get all the formalities done. Why would this approach be considered successful for all?
  - a] Initially, it may be a success but how will the fruit vendors go to the bank later to deposit or withdraw money?
  - b] It would be successful since the approach makes it more convenient for fruit vendors to access the bank and the bankers are also getting business.
  - c] It would lead to success as everyone's goals (both bankers and fruit vendors) are being met in a mutually satisfying manner and it also helps to build a deeper relationship between the bank and its customers.
  - d] It may be difficult for the bank in the long-run, as all potential customers will expect bankers to go to them for all their transactions.

4. Dayaram started a small sweet shop in his village. In a few years it became a big establishment with loyal customers who loved the taste and quality of his sweets. If he is a contributor, what could be the most likely reason?
  - a] He must have ensured high quality standards and taken care of his employees and customers.
  - b] He must have publicized his shop a lot among the residents of the locality.
  - c] His must be the only sweet shop in the locality.
  - d] He must have developed good relations with his customers.
  
5. Janani has bought a foldable bag to give as a gift to her cousin. As a contributor focusing on value, why does she value the bag?
  - a] Because the bag has many compartments.
  - b] Because the bag will be handy.
  - c] Because she got the bag at a very low price.
  - d] Because her cousin travels a lot so a foldable bag would be easy for her to carry around.
  
6. Amrit's department is organizing a huge career fair to make city students aware of various careers. They need to take permission from the Municipal Corporation for organizing the fair. What would be a contributive strategy?
  - a] "Who would wait for such permissions? Rather have a career exhibition within the college even if there is insufficient space."
  - b] "We can send application and also meet the authorities personally for speedy sanction."
  - c] "We can request the Principal to talk to the Municipal Corporation directly about our plan and convey its long-term value to students and the Corporation."
  - d] "We can submit an application and request for a quick sanction."
  
7. Anagha thinks her boss is always finding fault with her work. She doesn't know how to handle the situation. As a contributor what can you advise her?
  - a] She can do her work better so that she doesn't allow him to find so many faults.
  - b] She can look at his comments as positive feedback and use it to improve her work constantly.
  - c] She can listen to his comments instead of getting irritated.
  - d] She can keep complaining about him as long as he doesn't get to know.
  
8. Riddhi works as a receptionist in a big organization. What is the widest possible way in which she can contribute to her organization?
  - a] She should be friendly and welcoming everybody who enters the office.
  - b] She should proactively help all visitors get their work done.
  - c] She should be aware that, through the way in which she interacts with people and gets any work done, she builds the image of the organization.
  - d] She should warmly welcome and direct people to whomever they want to meet.
  
9. Sunil has been moved to a new department in his company. He is not comfortable with the work in that department. How do you think he should act in such a situation?
  - a] He should see it as an opportunity to learn new things, expand his skills and become better at his job.
  - b] He should tell his boss that this new field of work does not excite him.
  - c] He should refuse to work in an area not known to him.
  - d] He should make the best of the situation and try to get used to it.

10. Veeru works in the factory that manufactures expensive cars. He does not get any credit by people who admire the cars. Do you think he has achieved success?
  - a] No – this is just hard work without recognition.
  - b] One can say that he has achieved success as he is able to earn his livelihood.
  - c] If he works hard for a few years, he will get recognition for his efforts and dedication which will make him successful.
  - d] His work is as important as anybody else's and in doing it well he has played a part in the creation of an admired car – obviously he is successful.
  
11. Raghuram is a young politician who has just won an election on the anti-corruption issue. How should he view himself in the world of politics?
  - a] I will govern with zero tolerance for corruption.
  - b] I will not become corrupt like many other politicians.
  - c] I will think of new ways to fight corruption.
  - d] I will stay away from corrupt people.
  
12. Laxmi is a cook. She is hurrying to her new employer's house as she feels she is late. As a contributor, what is she likely to think?
  - a] They may get angry if I reach late.
  - b] I have to ensure that they get their lunch on time.
  - c] I better hurry because I have to finish here and go to another employer's house also.
  - d] If I reach late and cook the food in a hurry it may not taste good and they might not be able to carry it to office and school on time.
  
13. Mayur and his friends have just moved into a new housing society. All other residents are traditional families that disapprove of late nights and parties (which is a way of life for Mayur and his friends). What choice should they make?
  - a] “We don't like such a traditional mentality, but we must accept it or else the house owner could ask us to leave.”
  - b] “We must respect the accepted rules of the housing society as we have decided to be a part of it.”
  - c] “We are legal citizens of the country and no one can dictate how we behave.”
  - d] “We have to live in the housing society. So we will ensure we do not disturb anyone through our actions.”
  
14. When the serial blasts happened in a major city, which of these contributors practiced imaginative sympathy?
  - a] Vikas - he called his immediate family and friends several times to ensure that they are all safe.
  - b] Vinay - he started a debate / discussion with his friends on who could have planted the bombs and why.
  - c] Rajesh - he created a document for sharing online (with what kind of help one could offer and the phone number) so it could be used by people in need.
  - d] Shinde - he kept track of the news channels to see if he could offer any help.
  
15. The efficient waitress in the restaurant has been requested to handle the table reservations and customer complaints also (as the Manager has suddenly fallen ill). What is your suggestion on how to view the situation?
  - a] The goal is to support each other, so she should provide help.
  - b] It is only fair to get other people involved in handling the situation (not just this waitress) so the work gets done smoothly.
  - c] Though this is not her work, but just for a day, she should help out.

- d] Obviously she should help as the goal is to satisfy the customer; it doesn't matter who does what.
16. Rajan has to market a new business. Rajan's senior asks him to develop commitment to the time-bound project. What do you think he means?
- a] He should see the completion of the project as his responsibility and engage deeply with the project goals.
  - b] He should worry about the timelines of the project.
  - c] He should meet all the sales targets for the new business.
  - d] He means that Rajan should enable his team members to commit to the goals of the project as well.
17. Sanjana feels that she is a good singer. But she is unable to sing properly in the competitions she participates in. As a contributor who focuses on value, what does she decide?
- a] I have learnt that it is not easy to sing before an audience. I will need to practice more.
  - b] I will give up participating in competitions. It is of no use.
  - c] I have learnt that I need more regular practice.
  - d] I have learnt that it needs lot more practice to be able to sing confidently before an audience, along with so many instruments.
18. A University wishes to implement digital examination system from the coming academic year. How would a contributor Controller of Examinations look at the situation?
- a] Any change in the examination system will have far reaching effects during implementation. We should wait.
  - b] May be we could try out the digital system for a short-while though I am sure there will be a lot of complications.
  - c] The digital system will make the examination process efficient and less time-consuming. Why not try it out in few colleges, make appropriate changes, before replacing the entire system?
  - d] The new system should be brought in slowly – one college at a time so as to avoid any major problems.
19. Nupoor wants to study MBA but cannot afford the fees. What can she do as a contributor to handle the situation?
- a] She can think of alternative ways to arrange for the fees e.g. look for sponsors, take scholarship exams etc.
  - b] Since she wants to do the MBA, she can think of alternate ways to arrange for the fees or she can also work and earn enough money or take up a part-time job to fund her studies.
  - c] She can wait for some time (maybe save some money) before she can do her MBA.
  - d] If she cannot afford an MBA course, then she must give up her dream.
20. Shri has now joined a karate class in the afternoon after her college hours. Which of these options would help her see the situation as a contribution to self?
- a] I can learn how to protect myself as well as learn a great martial art.
  - b] It is great to learn a martial art like karate.
  - c] I can learn a few kicks and punches to show my friends.
  - d] It is just something to pass my time in the afternoons.

21. Mr. Gupta is trying to select people from his company for a new challenging project. Who among the following should he select?
  - a] Kapil updates himself in the area that he had training in and is open to get trained in other areas also.
  - b] Dheeraj has been working in the same department for a long time and knows his work well but is reluctant to learn new work.
  - c] Ramesh welcomes any new responsibility, doing whatever is needed to complete it successfully.
  - d] Rajiv has been working in the company for the longest time; his work has become routine and boring to him.
  
22. Richa is working as an intern in a prestigious company. How would you define success for her?
  - a] If Richa is able to learn to apply her knowledge (that she has learnt in her courses).
  - b] If Richa is able to contribute through her work to the company and has become more competent at her work.
  - c] If Richa is praised by her boss in front of the team.
  - d] If Richa gets a good recommendation from the company.
  
23. Gautam is a train guard who shows the green or red flags as part of his work. What would be the widest way in which he can view his role if he is a contributor?
  - a] "Through my work I can prevent train accidents".
  - b] "I ensure smooth movement of the trains".
  - c] "I'm responsible for the safety of the train passengers".
  - d] "I do some day to day duties that guards do like give signals, communicate with the driver, etc."
  
24. Vaidya is a security guard at a 5-star hotel. When he is asked, "What do you do?", as a contributor, what would he choose to say?
  - a] It's my duty to lookout for any kind of danger.
  - b] I am responsible for the safety of guests and staff of the hotel.
  - c] I do security checks of the people who are entering the hotel.
  - d] I make sure that nobody is carrying any weapons or suspicious items.
  
25. Nicole has just moved from the U.S.A to India for work. She finds that the societal rules here are very different from the open culture she is used to in her country. As a contributor, what is the most appropriate way to think?
  - a] "I have chosen to work in this country. So I should make an effort to adapt to the new culture."
  - b] "Others must understand that I come from a different culture and just accept that it will take me time to adjust to this place."
  - c] "This is so drastically different from my country. I don't know how I can ever get used to this place."
  - d] "I should try to understand that this is a different culture and accordingly adjust my way of thinking."
  
26. Sanket's team is creating a software program for a self-help kiosk for customer sales in a bookstore. Which of the team members do you feel has the widest vision of their work?
  - a] My team works together to make a program that will make customers choose a book without depending on salesmen.

- b] Our team has to make sure that the customer feels that s/he can rely on the program to get what s/he wants.
  - c] I try to bring in innovation into the program.
  - d] Mostly, I find gaps in the program.
27. The competent guide of the team, which was preparing to climb a mountain, gave the final instructions, “Every minute you must keep in sight either me or the 2 porters (carrying large amounts of supplies)”. Which of the mountaineers reflects contributor-thinking?
- a] “The guide is the only one who is competent. I must keep pace with him.”
  - b] “The porters will be unable to help in case of any emergency as they have so many supplies to carry. It is best to be with the team guide.”
  - c] “We have three people in our team who can guide us, which is a comforting thought.”
  - d] “The porters must be really competent. Otherwise, the guide would not have mentioned them.”
28. Suresh had been given a difficult project. After one week of not arriving at any solution, he requested his boss to give him some other project. As a contributor what other option would be the most appropriate?
- a] Giving it another week or so (rather than taking a quick decision to give up the project) is the most appropriate approach.
  - b] Going deeper and engaging more with the challenges (instead of giving up) is the most appropriate approach.
  - c] Giving up the project at the beginning is the most appropriate and practical approach.
  - d] Asking for advice and guidance from other seniors before giving up is the most appropriate approach.
29. The courier boy's last delivery for the day is for a regular customer who lives in the outskirts of the city. He is tempted to go there the next day but he goes the same day. As a contributor who focuses on value, what prompts this decision?
- a] The customer may be waiting for this package.
  - b] If the manager gets to know that the delivery has not taken place today, he will be very angry.
  - c] This customer gives my company a lot of business.
  - d] This customer is always nice to me.
30. Naman owns a small shop in an upcoming IT sector. He is wondering whether to expand his business. Suggest the option which will help him design a contributive solution (for expanding his business).
- a] My shop is doing well. Let me keep it open for longer hours, this way my profits will increase.
  - b] Since my shop is already doing well, there is no need to take any risk.
  - c] Why don't I try something new? May be I can start a new branch in another area or in this same area.
  - d] Maybe I can look at other opportunities like selling online. Though it may be a challenge but why not?
31. Praneetha lost her job in the economic recession. She is very upset. What would you suggest to her as a contributor?
- a] Keep applying for jobs and you will surely get a job sometime.

- b] Think of a job you would like to do and the skill that you may need, to do it well. Then start learning that skill.
  - c] Keep applying for jobs, but why don't you also look at other opportunities like doing freelancing, etc.?
  - d] Talk to people and explore other options.
32. A journalist asks a well-known businessman, Mr. Gupte, what he considers his best contribution to society. Which of the following demonstrates the widest contribution?
- a] We are expanding the company to provide employment to more people.
  - b] We ensure all employees are looked after well.
  - c] We follow all legal rules and regulations.
  - d] We pay all our taxes on time.
33. Aditi's boss gave her the advice that she should have a wider vision of her career. What does this mean?
- a] Aditi should continuously work on improving her leadership skills.
  - b] Aditi should work towards developing herself and contributing more to her team.
  - c] Aditi should work to get promoted faster.
  - d] Aditi should learn new skills and develop her confidence also.
34. Ram, Arun, Megha and Aditya are four team leaders in an IT company. Who among them in your opinion have the broadest vision of success?
- a] Aditya wants his team to be able to take on different types of projects and continuously upgrade their capabilities.
  - b] Ram wants his team to get the best rating in the performance appraisal.
  - c] Arun wants to get the best rating in the performance appraisal at any cost.
  - d] Megha wants her team to be known as the most innovative team.
35. Debashish is the finance manager of a company, who is a contributor. He has been asked to take on an additional role - that of administrative manager. How would he explain it to someone else?
- a] "I am and will always remain a finance person!"
  - b] "I am a 'manager'. I know how to manage finance and now I will soon know how to manage administration."
  - c] "I am a learner - I first learnt about finance and now I will learn how to manage administration."
  - d] "Firstly, I am a finance specialist. Now I am also called Administrative Manager".
36. Dhiraj, a sales executive, is in the middle of a big sales deal. He requests another executive, Suraj to help him out. As a contributor, what is Suraj's likely response?
- a] "Yes of course! All deals are important for the organization. Even if one deal is successful then it will be beneficial."
  - b] "Sorry, it's difficult to help you right now as I need to close some deals myself."
  - c] "I can help you as soon as I complete one of the sales deal that I am working on."
  - d] "I will spend some time with you to find out how we can work together for your deal as well as mine."
37. During the college placements, Vishwas wanted to get the job offered by a particular company, who were recruiting students with at least 1 year job

- experience. He had only 9 months experience. As a contributor, what is the most appropriate choice that he could make?
- He can write 'approximately 1 year work experience' so that he can be shortlisted.
  - He can add his 3 months summer internship as a work experience so that he is eligible for the job.
  - He can approach the recruiters and tell them honestly that he is keen to work with them but has only 9 months work experience.
  - He can approach the recruiters to do a 3 month internship in their company. After he finishes the internship, he could apply freshly to the company.
38. Vikram is a security guard at the airport. As a contributor how is he likely to view his work?
- I do security checks.
  - I lookout for any kind of danger.
  - I ensure that nobody's carrying any weapons or illegal items.
  - I ensure the safety of the building, the passengers, the flights and the visitors.
39. There is a discussion about re-locating the slum dwellers of the city so that slum re-development can start. What would a contributor Government think?
- Slum re-development will be good for the slum dwellers and it will also make the city look good.
  - As long as the slum dwellers are being given alternative accommodation, the slums can be re-developed.
  - The concerns of all the city dwellers should be taken into account before arriving at any decision.
  - Slums make the city look dirty. There is no doubt that they should be removed.
40. Sumanna, Amaya, Binod and Rounak are working on a presentation. Whose approach is the most contributive, according to you?
- "This presentation is not so important" – Rounak.
  - "We should finish the presentation as fast as possible" – Binod.
  - "We should work hard for the presentation" – Amaya.
  - "We should ensure that this presentation is flawless in all respects" – Sumanna.
41. Tej had expected to win the best cadet award in his college NCC unit but somebody else got it. As a contributor who focuses on value, how does he view this experience?
- The whole year's efforts have gone down the drain.
  - I have learnt that being the best is not as important as doing my best.
  - There is a lot of scope for me to improve.
  - I should not take anything for granted.
42. Trained, qualified teachers are usually unwilling to go to rural schools for teaching. How do you suggest that the problem be solved?
- Have more colleges in rural areas for rural teachers but setting up of the colleges will take time.
  - Make 1 year rural internship compulsory so there will always be some teachers in the rural schools.

- c] Maybe different solutions can be tried out like e-learning for rural teachers, compulsory internship etc. It is necessary to have teachers in rural schools.
  - d] Increase teacher salary by offering rural allowance but this might drain government resources.
43. Shobha has moved to a new city. She doesn't know anyone there. How should she handle the situation?
- a] She can get acquainted with some of the neighbours, who can guide her.
  - b] She has to go out of her way to make new friends in the city.
  - c] She can take time out to find old friends in this city with whom she can connect.
  - d] She just needs to take a lot of time to settle in the new city. After all, everything is new.
44. Which Team Leader is likely to contribute the most when leading his team?
- a] The one who focuses only on achieving his personal targets.
  - b] The one who discusses the project with the team and expects them to complete it on time.
  - c] The one who delegates targets to each team member so that the overall team target can be met on time
  - d] The one who defines team goals such that it enables each team member to stretch themselves to complete the goal.
45. Mrs. Jones has to promote one of the waitresses at her restaurant. Which one should she choose?
- a] Ritika – She does her work well for customers from whom she expects to get high tips.
  - b] Hinal – She does her work but refuses to help out others.
  - c] Aakruti – She does her work well but is reluctant to do anything beyond her job description.
  - d] Manju – She does her work well and whenever required, helps out at the cash counter / kitchen.
46. Anirudh did not get the salary increment he expected in his job, however he still considers himself successful. What could be the most likely reason for him to think so?
- a] Because he believes he has learnt a lot of new skills during the year.
  - b] Because he knows he has served the organization and gained valuable experience.
  - c] Because he is liked and respected by people for his work
  - d] Because he anyway can get an increment the next year.
47. Ritesh is a successful food grains trader. He is also a contributor. How does he view himself?
- a] “Through my trade, I provide a good market for farmers and ensure community gets good quality grain.”
  - b] “I am a trader – I trade in food grains.”
  - c] “I am responsible for bringing food grains from farmers to the local people in the community.”
  - d] “I buy food grains from farmers and sell them later.”
48. Who among these is a contributor boss?

- a] The boss who listens to his employees and asks for their opinions while making important decisions.
  - b] The boss who listens to a selected few and ignores inputs from others.
  - c] The boss, who hardly listens to his employees and makes decisions based on his/her own judgment.
  - d] The boss who listens to his employees, values their opinion, and treats them with respect at all points of time.
49. Daya is a taxi driver. A foreign tourist takes his taxi at the airport and asks to be taken to a hotel. Daya knows that the hotel was recently shut down. As a contributor, what is he most likely to do?
- a] "I should tell him that the hotel is shut down and let him figure out what to do next."
  - b] "I should inform him about the hotel closing down and suggest some alternative hotels which are similar to his previous choice."
  - c] "As long as I drop him where he wants to be dropped, my job is done."
  - d] "I should tell him that the hotel is shut down and suggest that I can drop him either at the embassy or a travel company."
50. Prashant is a traffic policeman. What is his contributor vision of work?
- a] "I make the roads of my town/city safer for everyone."
  - b] "I regulate traffic on the roads where I am posted."
  - c] "I keep rash drivers in check."
  - d] "I ensure people don't break the traffic rules."
51. A small school has merged with another big school. There are many changes that need to be made to the policies. What should the management of the big school do if they think in enlightened self-interest?
- a] They should take the opinions of the old management of the small school.
  - b] They should take the opinions of the old management and some teachers of the small school.
  - c] They should frame the policies only after surveying and discussing with the management, current employees, parents etc. of both the schools.
  - d] They should announce that most policies will be the same; a few policies will be framed by them.
52. Ram Naik was in charge of photocopying in his office. Before a deadline for a project, he stayed all night in his office making copies of reports. What would the most appropriate reason for a contributor to do so?
- a] To give a helping hand to the people on the project.
  - b] To ensure that the project gets completed on time.
  - c] To tell his friends how hardworking he is.
  - d] To make a good impression in front of his bosses.
53. Varun (a contributor) is being sponsored by his company at a reputed management institute. How is he likely to view this development if he focused on value?
- a] This course will make me a much more effective manager for my organization.
  - b] This is a good opportunity to get an additional degree in management.
  - c] I will be studying in a very famous institution.
  - d] This course will help me improve my management skills.

54. Subroto wants to develop his real estate business in a new city. Their family business is well established in another city. What advice could a contributor give him about facing the challenge?
- He can increase his client base by having an online real estate business – this will certainly be challenging.
  - He can adopt the ways which his father used – the chances that the same approach will work are high.
  - He can go global (open to any customer across the world) – it could fail or succeed but why not try?
  - He can develop contacts by approaching big companies and their employees – this is also an approach that has chances of success.
55. Bittoo’s building has an electricity box that is left open for many months. It can burst or cause severe damage if there is rain or lightning. Which of these options indicate that Bittoo is a contributor?
- He calls for a meeting with the residents and along with a few volunteers makes sure the problem gets solved.
  - He ignores it because the building’s / society’s committee will take care of it someday.
  - He reminds the watchman to tell the committee whenever he sees the box.
  - He calls for a meeting with the committee members to come up with some solution.
56. Rajesh has been posted as a doctor in a village and is unhappy about it. How can you help him see it as an opportunity to expand his scope of contribution?
- “You will have more free time so you can study something in that time.”
  - “You can help in bringing better healthcare to the poorest of the country and transform their life.”
  - “It is only a temporary posting; you will soon be transferred to a better place.”
  - “You will get to understand villages and their unique problems.”
57. Suhas has become the Managing Director of a company after 20 years of serving there. However, he has got the post by using his contacts. Do you think his vision of career should be copied?
- Yes (reaching a high post is quite an achievement).
  - Yes (this new position will give him power to do good).
  - No (he has missed out on achieving a sense of satisfaction of doing his job well).
  - No (he has missed out on countless opportunities throughout his career to learn new things and to take responsibility for the company).
58. Sahil’s cricket team just lost the match. The team is being interviewed by a TV reporter. According to you, which of them shows the widest understanding of success?
- Harish: “Once we win another match, people will forget this loss”.
  - Hemant: “The match helped us to understand our weakness as a team. It will help us to improve ourselves for future matches”.
  - Sahil: “We need to prepare ourselves better so that we don’t lose any more matches”.
  - Hameed: “It was just our bad luck today to lose the match”.
59. Manavi, a contributor, runs a successful paper-recycling business. A journalist asks her what business she is in. What could be the widest view that she can provide?

- a] "I have taken a step to protect the environment for future generations through this business of recycling paper."
- b] "I'm eco-friendly - not just in my personal life but also through my business"
- c] "I own a well-known factory which recycles paper."
- d] "Through my business, I am able to save trees from being cut."
60. Janat, Sambhav, Mahesh and Sreeram are members of a project group working on a new project. Who is the contributor among them?
- a] Sreeram, who is focused on the team's goals and wants to achieve them.
- b] Janat, who wants the team to achieve their goals in such a way that they become a role model team for others.
- c] Sambhav, who wants to meet his targets within the team so that he would be recognized as a promising employee.
- d] Mahesh, who wants to complete his work so that the team leader cannot complain against him later.
61. Rafael works in an electronics store. A customer walks in and asks for a particular model of a music player. Rafael knows that a cheaper, more recent model is available now. What does he do, if he thinks like a contributor?
- a] "I must give the customer the complete information along with my personal recommendation. A satisfied customer is the ultimate aim of my work."
- b] "I should tell the customer about the latest model when he/she asks for it."
- c] "My job is to give the customer what they ask for and not about telling them everything that is available in the store."
- d] "I should inform the customer upfront about cheaper models of our products."
62. Ajay is a chef in a restaurant. What is his contributor vision of work?
- a] "I am a specialist in preparing continental cuisine."
- b] "I am able to provide satisfaction to so many people through my cooking. I am also responsible for the restaurant's growing reputation."
- c] "I cook food for a living."
- d] "I am responsible for the business that the restaurant makes."
63. A well-known actor plans to start a new TV show. As a contributor, what is he most likely to think?
- a] "I must make a show that will increase my celebrity status so that I can be more impactful in bringing about change."
- b] "I can make a show that will generate awareness in the public on a social cause and also ensure that it becomes popular."
- c] "I should make a show that will make a lot of money, then, a portion of the profits can go to a charitable cause."
- d] "I should ensure that the show is a profitable investment for my producers."
64. Mrs. Dubey is a teacher. Her class has always shown the best performance among all the classes year after year. How would a contributive teacher deliver such an impact?
- a] Mrs. Dubey is more qualified than the other teachers.
- b] Mrs. Dubey gives practice tests regularly to her students so they perform well.
- c] Mrs. Dubey spends time planning her classes well so that her students understand the subject.
- d] Mrs. Dubey takes great effort to make her subject "come alive" and make it real for her students. She makes an effort to involve her students too.

65. As Badrinath gets off the train, he sees that the other person in his compartment has left his briefcase behind. As a contributor who focuses on value, what does he do?
- I will leave it where it is. Otherwise I will be blamed.
  - I will hand it over to the railway office so that the owner can claim it easily.
  - I will inform other passengers so that he will not go through inconvenience if he comes back to find it.
  - I will donate the contents to charity.
66. Neena has just completed her MCA and has been asked by her Principal to work as a temporary teacher for the 1<sup>st</sup> semester students until the regular teacher returns. She is unsure of the situation. Which of these options indicate that she finds solutions?
- “I must make sure I am thorough with all concepts so I can deal with any kind of question and also help students find answers together through discussions.”
  - “What if they ask me questions or doubts which even I don’t know?”
  - “I can practice what I am going to teach in the class in advance so that I deliver the lecture well.”
  - “This is so new to me. What if the students tease me or make fun of my teaching?”
67. Arpit is an orphan who doesn’t have any family to guide or support him. His dream is to become a doctor. What is the most appropriate step he can take as a contributor?
- He can talk to friends to find out what needs to be done and take the necessary step of sitting for the medical entrance exam.
  - He can talk to a few friends about his dream of becoming a doctor someday.
  - He can hope every day that some miracle will happen which will help him to realize his dream.
  - He can request some doctors in the area to guide/teach him so that he can do well in the medical entrance exam.
68. Vimla is a sweeper in a locality, how can she increase her scope of contribution?
- By not only doing her work well but also talking to co-workers about separating dry and wet garbage.
  - By cleaning the dirtiest areas in the locality.
  - By shouting at passers-by throwing garbage on the pavement.
  - By cleaning the garbage and also making sure the garbage of the locality is taken by the collection trucks regularly.
69. Richa worked hard on a project that had never been taken up by the company before. The project failed but Richa got a lot of appreciation from everyone. What could be the most appropriate reason (assuming that Richa is a contributor)?
- A lot many people were involved in the project and they recognized how much effort Richa put in.
  - People were appreciating the fact that Richa took up a challenge in a new area and worked hard at it.
  - Richa made a good presentation for the project and hence people liked that.
  - Richa is in a senior position. Hence people were being nice to her.
70. A software developing company has newly recruited four friends. Which of the four do you think is most likely to achieve inner and outer success?
- Dhananjai wants to outdo all the others and get promoted first.
  - Debu wants to see the company become the largest company in the country.

- c] Akhilesh wants his team to be rated as the most efficient.
- d] Arvind wants his company to truly serve each customer's needs so it becomes known as the best.
71. The most senior employee, Rathod, has been told by the boss to attend the 'Attitudinal Change' program. Which of these thoughts will enable him to grow in his career?
- a] "Let me be open to new ways of thinking and doing my work."
- b] "I don't need practical training. Experience is more valuable than these new ideas."
- c] "Let me participate in the program to get some new ideas."
- d] "I could add my realistic and practical tips based on my experiences to such a program."
72. Sarath, Ashitosh, Anshu, and Ritvik are called to help the packaging department in their company because of a deadline that has to be met. Who among them is a contributor?
- a] Sarath, who works only when instructed and is not concerned whether the task is completed or not.
- b] Ashitosh, who follows instructions and tries to complete the task on time.
- c] Anshu, who gets all of them to work in coordination to meet the deadline.
- d] Ritvik, who finds out more efficient ways to complete the work faster so that the deadline is met.
73. Piyush is working on preparing the annual report of his company for the shareholders. What should the primary question in his mind be?
- a] "How can I prepare the report with complete honesty, giving the shareholders a complete picture of the past, present performance and future plans of the company?"
- b] "How can I make the company's performance 'look good' without breaking any law?"
- c] "How can I – through any method – make the company's performance look good to the shareholders?"
- d] "How can I prepare the report in compliance with all laws of the regulator?"
74. Anila is teaching a History class. What is her contribution vision of her work?
- a] "I am teaching History for Class 8th."
- b] "I am helping students to appreciate and take pride in their cultural heritage."
- c] "I am completing the Mughal history chapter today."
- d] "I am helping students appreciate how civilizations have evolved and also learn how to avoid mistakes made in the past."
75. Vimal and Kishore share a room and have divided routine tasks between each other. Each one buys groceries on alternate Sundays. This Sunday, it is Kishore's turn to buy groceries, but he is not feeling well. He asks if Vimal can do it this time and that he will do it for two Sundays continuously. If Vimal thought in enlightened self-interest, what is he most likely to think?
- a] "If I do it this time, then I will make sure that when I don't want to buy the groceries, he will have to do it."
- b] "Groceries need to be bought. Doesn't matter who does it. Such adjustments once in a while are a part of living together."
- c] "Since it is his turn there is no other choice, he should do it."
- d] "Since he is not well, I can do it instead of him this time."

76. Sukhram works as a watchman in a locality. While the other watchmen doze off during their night duty, Sukhram never does that. Why would a contributor watchman tend to be alert during his duty hours?
- He feels the safety and security of the people of the locality is his responsibility and therefore is alert during his duty hours.
  - He is scared that his employers might catch him red handed some day and therefore, he avoids dozing off during his duty hours.
  - Since he doesn't feel sleepy at night, so he can afford to be awake at night.
  - If he is alert, he hopes that he will be appreciated by the locality residents.
77. Seth, the builder, has left more space than required as per rules in front of the apartment building he has constructed. As a contributor who focuses on value, what are his likely thoughts?
- Later I will have the option of building up some commercial space for shops etc. which will make more money.
  - This way there will be no problem if the government claims land for road widening in the future.
  - The residents will get a lot of space to walk and the children can have a play area.
  - The spaces inside the building will be much brighter with so much open space.
78. Atul is very passionate to start a new business which requires a lot of capital investment. Which of these options indicate that he has a contributor mindset to design solutions to any situation?
- The business plan is risky so there is no guarantee that it will work or not. But it is worth trying to make it work.
  - All that needs to be done is to systematically implement the business plan and work hard to make it happen.
  - The business plan is well thought out. Now how do we get things started...can I get some investors involved? Which banks do I approach?
  - The business plan is good but funding will be a major problem.
79. It is Monica's dream to run a marathon (a long distance running event). How can she go about making this a reality?
- She can make sure that she practices, either with friends or alone, even if she finds it inconvenient or difficult.
  - She can request a friend to accompany her whenever possible. At least she will be motivated to practice on those days.
  - She can find a new group (who practice for marathons) and whenever possible, join in their group practice sessions.
  - She can practice whenever she finds time.
80. Mr. Kadam is an M.L.A. How do you think he can best do his job?
- By attending all the sessions of the legislative assembly and debating on the issues.
  - By considering some local problems in his constituency.
  - By ensuring that his office works on addressing some of the problems in the constituency without any corruption.
  - By making sure that he brings in change to improve the lives of the people in the community.

81. Anita is a chartered accountant who has been asked to manage a sales team. What would you advise her to do in order to take a step towards having a contributive career?
- a] She should take it up and do what she can, since the company probably needs it (until someone more suitable comes in).
  - b] She could apply the skills she has learnt to guide her sales team better and also learn in the process.
  - c] She should protest saying that her skills could be used to much better use looking after accounts.
  - d] She should refuse to take up the work as that is not her capability.
82. Manish enjoys climbing mountains. He wants to improve on his stamina every year. He wants to be known as an excellent mountaineer. What does this tell you about him?
- a] He values both inner and external success.
  - b] He values only inner success.
  - c] He values only external success.
  - d] None of the above.
83. Jagjit has been promoted to the post of quality supervisor in the factory where he works. As a contributor, how does he view his role?
- a] My role is to conduct quality checks.
  - b] My role is to protect my company's reputation.
  - c] My role is to ensure our products fall within the quality requirements.
  - d] My role is to ensure that our customers are happy with the quality of our products.
84. There is a mistake in Ms. Arya's insurance policy document. She goes to the agent's office (who needs to talk to the insurance company to correct the mistake). How would a contributor agent think?
- a] It is the insurance company's mistake. I cannot do much about it.
  - b] I will make a phone call to the insurance office and find out what can be done.
  - c] I will send the office boy to the insurance office right away and make a phone call later to check, so that the mistake can be corrected.
  - d] This is not so urgent, I'll get it corrected whenever I find time.
85. Banu, a banker realized that the villagers were not getting their due for the work they did (weaving baskets). If she sees herself as a change maker, what options open up for her?
- a] She discusses with other experts and suggests schemes through which the villagers can increase their income.
  - b] Inform the villagers that the 'middle-men' are buying the baskets at a low price from them and selling them elsewhere at a high price.
  - c] She helps the villagers to fight for their rights (with the middlemen).
  - d] She can find out ways in which their income can grow as well as be sustained in the long run.
86. Jyoti started investing money in the stock market. But during the economic recession, she lost all her investments. How can you make her feel better?
- a] You at least learnt the basics of investing. This learning will help you in your future investments.
  - b] Other people have lost more money, your loss is not so bad.
  - c] Next time don't waste your money on the stock market. It is too risky.

- d] Nobody can predict the markets. At least now you know when not to invest in the stock market.
87. Mitha has completed her graduation in Commerce. She wishes to work but is not sure in which kind of company/job she should look for. What would you advise her?
- a] You can list down and apply for jobs in some of the known companies, which have similar profiles of employees.
  - b] You must find some convenient workplace where your knowledge of Commerce will be used.
  - c] Be open to work in any allied area, not just in Commerce. Any job will be a learning experience.
  - d] Look at the job advertisements and shortlist the jobs which seem suitable to you, not necessarily only Commerce-related.
88. Amit, Nikhil, Dinesh and Suresh were talking about their bosses. Which of the bosses do you think has a wider scope of contribution?
- a] Amit – “My boss just instructs me about what work I should do.”
  - b] Dinesh – “My boss gives me a goal but supports me if I get stuck.”
  - c] Nikhil – “My boss shares the team goals with the team and supports us to work together to reach the goals.”
  - d] Suresh – “My boss mentors/guides us to take up larger responsibilities and to develop our capabilities.”
89. Suchith is a commerce graduate and has been offered a job from a bank. Which approach should he use so that he can grow in his career (as a contributor)?
- a] He should find out the well-known projects / clients / organizations associated with the bank.
  - b] He should ask about the salary package and join if it meets his expectations.
  - c] He should find out whether there will be opportunities to expand himself and contribute to the community.
  - d] He should consider if the work is interesting and whether he will enjoy it.
90. Who among these is a contributor librarian?
- a] A librarian who sees her role as maintaining a well-organized library to enable people to find information from many sources.
  - b] A librarian who sees her role as continuously improving the range and quality of knowledge people can access through her library.
  - c] A librarian who sees her role as the one in-charge of issuing books and maintaining silence in the library.
  - d] A librarian who sees her role as that of running the library well.
-