



# **GUJARAT TECHNOLOGICAL** **UNIVERSITY**

## **Contributor Personality Development**

**Subject Code: 1990001**

**Gujarat Technological University (GTU)**

**Final Examination Paper Pattern**

## PART 1: What the final examination tests for

- 1.0 The final examination covers only Units 1-12 of the CPD Course.
- 2.0 The examination is application oriented. It tests for application of the 48 Concept Explorations across the 12 Units of the course.  
These are defined as the 4 Concept Explorations of every Unit (given in the Study Booklets available free on the  ).
- 3.0 Thus a thorough appreciation of the 48 Concept Explorations of the CPD course, will enable students to do well in the examination.

## PART 2: Pattern of the question paper

- 4.0 The examination paper will have 90 questions.
  - There will be 7-8 questions from each of the 12 Units.
  - All questions are compulsory.
- 5.1 The examination is to be completed within 2 ½ hours (i.e. 150 mins).
- 6.0 Pattern of questions –
  - All questions are in multiple choice format (MCQ).
  - The questions are in the form of scenarios / situations giving 4 options.
  - The student is expected to choose exactly one option out of the 4.
  - All 4 options are all valid, with a hierarchy in the quality of response –
    - The best contributor option carries 5 marks (i.e. full marks)
    - The second-best option carries 3 marks
    - The third-best option carries 2 marks
    - The fourth-best option carries 1 mark
- 7.0 Thus total number of marks is 450 marks.
  - This is normalized to 70 marks for Diploma, BE, MCA, ME. (i.e. Student gets  $[(M/450)*70]$  marks where “M” is the marks the student got in the CPD paper).
  - This is normalized to 80 marks for B.Pharm. (i.e. Student gets  $[(M/450)*80]$  marks where “M” is the marks the student got in the CPD paper).

## 8.0 Pass marks -

- For Diploma and BE pass mark is 23 out of 70.
- For MCA and ME is 50% i.e. 35 out of 70.
- For B.Pharm pass mark is 40% i.e. 32 out of 80.

## **PART 3: Sample questions**

These are 25 sample questions (covering units 1 - 12)

### **Instructions for the test:**

This is a multiple choice test. Each question has 4 options. Select the option you feel is the most appropriate. All options carry different marks. Please note that there are no wrong answers.

### **All questions are compulsory.**

**Q.1) Who would you identify to be a contributor?**

- 1) Michael who worries about fulfilling the teacher's expectations when doing assignments.
- 2) John who finishes his assignments on time.
- 3) Melvin who wants his assignment to be better than others.
- 4) Shaun who decides that he will submit an excellent assignment and goes all out to do so.

**Q.2) What is the most likely consequence when one member of your family is a contributor?**

- 1) Everyone depends on the contributor in a crisis.
- 2) Since the contributor is the problem-solver in the family, problems in the family reduce.
- 3) The contributor is able to energize the family and get each member to give their best.
- 4) The contributor invariably becomes the most important person in the family.

**Q.3) A leader is...**

- 1) One who is willing to take responsibility on behalf of his team.
- 2) One who has an unblemished track record of finishing projects on time.
- 3) One who inspires his juniors through his managerial skills.
- 4) One who takes ownership of the concerns of his people.

**Q.4) Zainab works in the police department as an Operator. She handles all the complaint calls. Each call is different and requires her to respond in an appropriate way. Which of the following would help her to do her job in the best possible way as a contributor?**

- 1) To be polite and respectful to the callers.
- 2) To do her job well without breaking any rules and regulations laid down in the police manual.
- 3) To focus on the concerns of the caller and reassure him/her that the issue will be dealt with
- 4) To ensure that she hears each complaint properly and routes the complaint to the appropriate authority.

**Q.5) Which tailor is focused on providing value to the customers when he is stitching a garment for them?**

- 1) "The customer should feel special when s/he wears the garment."
- 2) "The garment must translate the measurement into a good fit."
- 3) "The garment must look appealing."
- 4) "The customer should feel proud to own the garment."

**Q.6) The placement week has been advanced to before the final semester examinations. What should the employers base their trust on?**

- 1) Base it on the past academic record of the students.
- 2) Base it on the academic scores of previous examination.
- 3) Base it on how consistent was a student's performance through the course by asking him, his peers and teachers.
- 4) Base it on project appraisals and type of field work experience of the student.

- Q.7)** The 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 dimension of their work?
- 1) I help out my team by doing whatever work is assigned to me. Mostly, I help to find out loopholes in the program.
  - 2) The program that we are building, we will bring in self-reliance in the customer. He may not have to browse through many books to find the one he wants.
  - 3) The challenge is to make the program different from any known program so my work leads to innovative thinking.
  - 4) Our team has to make sure that the customer feels that he can rely on the program. Most customers go away if the book they want is not available in the store. How can I help them to source the book?
- Q.8)** The project was to interview 4 people to find their views on marriage. In the project team, identify the person who has widened his scope of contribution the most.
- 1) Raheem: "I interviewed a lady and she had such different views – they did not match with the other interviewees."
  - 2) Uttam: "I learnt to take short interviews so the report could be finished on time."
  - 3) Varun: "I learnt that next time we need to prepare ourselves before taking an interview; so that our report is more precise."
  - 4) Amanjit: "Through the interview I learnt to recognize that people were hesitant to speak about private topics such as marriage."
- Q.9)** Why do we need to contribute to our nation?
- 1) So that we can fulfill our duty towards our nation.
  - 2) So that India becomes the 'best' in the world.
  - 3) So that all of us can be happier and fulfilled.
  - 4) So that India earns the respect of other nations.
- Q.10)** When a person keeps a secret shared by his friend (*especially when there is temptation to reveal it*), why would you refer to him as a contributor?
- 1) ...because that is what is expected out of a 'good' friend.
  - 2) ...because he is worthy of his friend's trust.
  - 3) ...because everyone is supposed to keep the promises that they make.
  - 4) ...because he values the friendship.
- Q.11)** You are the last one in a queue, waiting to get your tickets. By the time you reach the counter, it is time to close for the day. What bothers you the most when that person (non-contributor) at the counter does not do your work beyond his exact duty hours?
- 1) It bothers me that he is unable to see the inconvenience he is causing to others!
  - 2) His indifference to my plight bothers me.
  - 3) It bothers me that he sees his work in such a narrow way!
  - 4) It bothers me that he has no concern for other human beings!
- Q.12)** A famous dancer has to quit professional dancing due to ill-health. She feels that she can no longer contribute as the only way for her to express herself was through the medium of dance. How do you think she can continue to be a contributor?
- 1) She could become a patron for a performing arts NGO.
  - 2) She can suggest to someone to write her biography to inspire beginners in the dance field.
  - 3) She can reach out to young people to advocate dance as a profession.
  - 4) She can mentor upcoming dancers.

**Q.13) Dinesh is a Marketing Executive in a hardware company. Which is the most appropriate way a contributor would introduce himself to a customer?**

- 1) I am part of the marketing team which decides on strategies to reach out to customers.
- 2) I am part of the team responsible for customer satisfaction.
- 3) I am responsible for making a difference in the profits of the company through my marketing.
- 4) I am in charge of marketing of computers.

**Q.14) Anish is angry as during the project work, he ends up doing most of the typing as he has an excellent typing speed. How would a contributor see the same issue?**

- 1) It is good that he has a clear role in the project.
- 2) He can help his team through his fast typing speed.
- 3) He can afford not to get involved with research etc. for the project work.
- 4) He can see it as an opportunity to add value to his team so that the project gets done on time.

**Q.15) Surya has a meeting in his office. On his way to the office, in the bus, he has got stuck in a traffic jam. Which of these actions show that he is a contributor?**

- 1) He calls his office to inform them that he is likely to be late for the meeting.
- 2) He gets down from the bus and takes alternate transport to reach office.
- 3) He starts to complain about how bad the traffic has become nowadays.
- 4) He gets out to find out how much time it would take for the traffic to clear up.

**Q.16) Rajnish stitches car seat covers. What is the widest view of his work?**

- 1) He covers car seats.
- 2) His work ensures that car owners feel proud of their cars.
- 3) He makes car accessories for people who want 'additions' to their car.
- 4) His work is a part of making the car valuable.

**Q.17) Praan and Kamaal work in a restaurant. Praan clears the tables and Kamaal is a waiter. One day, Praan has to suddenly rush home as his father is unwell. As a contributor, which choice should Kamaal make?**

- 1) He tells his seniors that some other temporary worker is needed for clearing the dishes.
- 2) He calls his co-workers to find the best way to deal with the situation together so that customers are not inconvenienced.
- 3) He decides to clear his tables himself and tells the other waiters to do the same.
- 4) He continues to do his own work (taking orders etc.)

**Q.18) Kantilal drives a truck which is used by a shop to deliver furniture to customers. When can he be called a contributor?**

- 1) When he can make sure that the customers will be happy with the entire service.
- 2) When he can deliver the furniture undamaged and on time.
- 3) When he can choose to drive within the speed limit.
- 4) All of the above.

**Q.19) The College Sports Day is a couple of months away. Denai wants to win the 'Best Athlete' Award again. Which of these thoughts would help him the most?**

- 1) I must improve my stamina and my speed so I can become better as an athlete.
- 2) Anyway, I won the award last year. So it will be easy to win this year too.
- 3) I should try to practice before the Sports Day so as to win the award this year also.
- 4) I must start regular running practice to beat my last year's record.

**Q.20) Arjun is a peon in a bank. He has been given one more task, that of updating passbooks. How does he view his capability to do this additional task?**

- 1) I can learn how to do this additional task if someone teaches me.
- 2) I am not capable of doing this work (it requires me to know computers).
- 3) I am capable of learning any work which is given to me.
- 4) I am capable of learning computers to do this task well.

**Q.21) 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?**

- 1) My role is to conduct quality checks.
- 2) My role is to protect my company's reputation.
- 3) My role is to ensure our products fall within the quality requirements.
- 4) My role is to ensure that our customers are happy with the quality of our products.

**Q.22) Aastha works in the customer sales office of the passenger ship company (*which offers holiday cruises*). Her boss congratulates her for meeting her targets. She has achieved success because...**

- 1) Her boss is happy with her for meeting the sales target.
- 2) She enjoyed convincing customers to go for a holiday.
- 3) She is happy she managed to sell enough of tickets.
- 4) She enjoyed the challenge of selling the tickets.

**Q.23) Phalguni applied for participating in the cookery contest show on T.V. She did not win but was chosen for the second round. How can you help her to expand her vision of success?**

- 1) "You were at least selected for the contest, which means there is something in you that is deserving."
- 2) "Look at the confidence you have gained by competing against so many people who are so good."
- 3) "You went till the second round – that means you were better than some of the other participants."
- 4) "Don't worry, you can participate next year and win the contest."

**Q.24) Karuna and Ajitabh joined as trainees in a hotel. After 10 years, Karuna has become the Manager. Ajitabh is the Assistant Manager. He is respected highly by his team for always encouraging and developing their capability. From your understanding of success, which of the statements is correct?**

- 1) None of them are successful
- 2) Ajitabh is successful
- 3) Karuna is successful
- 4) Both of them are successful

**Q.25) Jamnalal has started a business of manufacturing ball bearings. What course of action should he take to achieve both inner and outer success?**

- 1) Get contracts somehow and manufacture low cost ball bearings.
- 2) Work towards keeping costs as low as possible so that profit margins can be high.
- 3) Work hard and slowly build up goodwill among his customers to increase his business.
- 4) Invest in training all his employees to deliver high quality ball bearings to his customers.