

Seat No.: \_\_\_\_\_

Enrolment No. \_\_\_\_\_

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA – SEMESTER 1 – EXAMINATION – SUMMER-2023**

**Subject Code: 4519208**

**Date: 19-07-2023**

**Subject Name: Developing Contributory Skills - I**

**Time: 02:30 PM to 04:00 PM**

**Total Marks: 50**

**Instructions:**

1. Attempt all questions.
2. Make suitable assumptions wherever necessary.
3. Figures to the right indicate full marks.

**Q. 1 Answer the following Multiple Choice Questions. (14)**

- (1) Which of the following is a rational thinking?  
(a) Creative thinking (b) Critical thinking  
(c) Out of the box thinking (d) None of the above
- (2) Which of the following is an inappropriate work behaviour?  
(a) Consuming alcohol on the job (b) Female harassment  
(c) Violating Confidentiality (d) All of them (a,b and c)
- (3) To nod or to smile, is a way of \_\_\_\_\_  
(a) Active Listening (b) Biased Listening  
(c) Passive Listening (d) Both b and c
- (4) What is the intersection of a column and a row on a worksheet called?  
(a) Value (b) Cell  
(c) ) Address (d) Data
- (5) \_\_\_\_\_ is a way of looking at problems or situations from a fresh perspective to think of something new.  
(a) Creative thinking (b) Critical thinking  
(c) Analytical Thinking (d) All of them (a,b and c)
- (6) Hyperlinks can be  
(a) Text (b) Object  
(c) Pictures (d) All of them (a,b and c)
- (7) You want to track the progress of the stock market on a daily basis. Which type of chart should you use?  
(a) Pie chart (b) Line chart  
(c) Circuit Diagram (d) None of the above
- (8) \_\_\_\_\_ is associated with creative thinking.  
(a) Right Brain (b) Left Brain  
(c) Middle Brain (d) All of them (a,b and c)
- (9) One should \_\_\_\_\_ take a call in the middle of a business meeting.  
(a) Always (b) Never  
(c) Often (d) Regularly
- (10) Excel files have a default extension of  
(a) Xls (b) Xlw  
(c) Wk1 (d) Doc

- (11) Shortcut key of Ctrl+A is used to  
(a) Select all text (b) Copy text  
(c) Paste text (d) Copy and Paste text
- (12) To apply centre alignment to a paragraph we can press  
(a) Ctrl + S (b) Ctrl+V  
(c) Ctrl+C (d) Ctrl+E
- (13) Which one can be used as watermark in a word document?  
(a) Text (b) Both a and c  
(c) Image (d) None of the above
- (14) The shortcut key to 'save' in word is:  
(a) Ctrl + A (b) Ctrl + C  
(c) Ctrl + V (d) Ctrl + S

**Q.2 Answer the following questions briefly.**

(16)

1. Explain the ideal approach for solving the case.
2. Discuss the essential characteristics of Critical thinking.
3. Differentiate between critical and creative thinking.
4. "Although basic business etiquette may vary from country to country, some principles are universally applicable". Do you agree with the statement? Explain any four such business etiquettes.
5. A researcher has collected the data regarding the awareness of selected males and females of Rajkot city for internet banking. As per the findings, 2000 females were aware and 3000 were not aware. Further, 10000 males were aware and 5000 were not aware. The researcher wants to represent this data in a tabular format. Kindly suggest him the steps to be followed in excel for presenting this data.
6. A student of MBA, wants to format his subject assignment properly. Suggest few guidelines for formatting the document.
7. A bank officer wants to protect his word file document as it is containing some confidential information but has no idea regarding how to protect the document. Please guide him regarding protecting the word file in computer.
8. How can sort and filter command can be used in Excel?

**Q.3** Elaborate upon the ways to develop creative thinking skills.

(10)

**OR**

**Q.3** Discuss the barriers and the ways to improve critical thinking.

(10)

**Q.4** Unnati Trust of Education and Training is situated at Vadodara, Gujarat. The trust is running different education programmes starting from KG to PG. Dr. Patel is the director of one of its programme i.e. MBA. The MBA institute has 15 staff members including 7 faculty members. The MBA institute timings are from 9:30 a.m. to 5:30 p.m. The trust strictly believes in maintaining discipline on the part of staff as well as students. In MBA institute, one of the faculty members, Ms. Kirti Chawla, is regularly coming late to the institute. Through the reporting time is 9:30 am, Kirti's punch will be always around 10:00 a.m. or beyond that. Looking at this behaviour, the other colleagues have also started taking the liberty with the rules of the institute.

Kirti has got three morning classes out of five in a week. Due to her late coming, her classes are always delayed. Dr. Patel is newly appointed director in this institute. He has been observing her pattern since a month and is not happy with her. He has called Kirti once and tried to understand why she is always coming late. But he could not get any convincing answer.

Kirti is a very good teacher. The students give positive feedback about her teaching approach and methodology. She is associated with this institute since last five years. Dr. Patel is confused. Being a fresh member to the institute, he does not feel confident of taking any radical disciplinary steps. Since, he is ignoring Kirti's behaviour, other staff members are dissatisfied with Dr. Patel.

From the case facts, answer the following questions. You may make relevant assumptions to support your answer.

- (a) Identify the problem in the case and its consequences for the entire system. **(05)**
- (b) If you were in place of Dr. Patel, how would you handle the situation? **(05)**

**OR**

- Q.4**
- (a) Comment on Dr. Patel as a leader of the institute. Identify his traits that you appreciate or do not appreciate. **(05)**
  - (b) Dr. Patel, has decided to cut her salary for regularly coming late. Do you agree with his decision? Justify. **(05)**

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