

**GUJARAT TECHNOLOGICAL UNIVERSITY**  
**MBA – SEMESTER –II-EXAMINATION – WINTER-2022**

**Subject Code: 4529208****Date: 13/12/2022****Subject Name: Developing Contributory Skills – II****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. No.	Question Text and Description	Marks
Q.1	Multiple Choice Questions	14
(1)	Emotional Intelligence relates to (a)ability to solve the problem (b)maintaining good relationship at all levels (c) high in creative thinking (d) good sense of humor	
(2)	Sets of statements which describe the nature and characteristics of emotional intelligence are (a)Ability to handle fear and anxiety (b)ability to see others point of view (c)Ability to promote the feeling of satisfaction (d)all the above	
(3)	Most of your belief is based on (a)Previous experience (b) Formal Education (c)Family Values (d) Needs and Desires.	
(4)	The ability to improve oneself through high expectation is called as (a)Social Stigma (b)Self Fulfilling Prophecy (c)Attention (d) understanding	
(5)	Assigning meaning to what we see and observe is called as (a)Interpretation (b)Self Faith (c)Self Reflection (d)Social Causation	
(6)	A threatened strike by the labor union to force the management to accept it demands relates to (a)Coercive power (b)Organization. (c)Legitimate Power (d)Referent Power	
(7)	Best strategy for effectively planning out one time is (a) Prioritizing the task (b)Ignoring all the unexpected work (c) Delaying all the unnecessary work (d)all the above	
(8)	One need to have ----- to spend the time effectively (a)Long term goal (b)Smart Goal (c)Short term goal (d)Goal.	

- (9) -----means determining the order for dealing with the series of item or tasks according to their relative importance  
 (a)Planner (b)Prioritize  
 (c)Schedule (d)Task
- (10) Which of them is tool of thinking  
 (a)Mind Mapping (b) Cognitive research tool  
 (c) Concepts (d)all of them.
- (11) A teacher who practices good mix of creative experience with other approaches encourages children to go for ----- thinking  
 (a)Convergent (b)Minimal  
 (c)Divergent (d)Short term.
- (12) Techniques which can be used for improving the power of thinking is  
 (a)Models of Teaching (b)Remedial teaching and instruction  
 (c) Evaluation and Diagnosis (d)All the above
- (13) Thinking which is characterized by predominance of actual objects and events and absence of concepts and generalization is called as  
 (a)Deductive Thinking (b) Inductive Thinking  
 (c)Concrete Thinking (d) Abstract Thinking
- (14) Critical thinking helps a person in developing abilities and skills for  
 (a). Proper interpretation analysis (b) Providing concrete experiences evaluation and inference  
 © Thinking about ways of teaching (d) creating and constructing something

**Q.2 Short Questions**

**16**

1. Define level 5 leader
2. Why is motivation important for employees in organization
3. Explain in short, the meaning of empathy
4. Define competency
5. What is role of positive mindset in persona of individual?
6. What is importance of Group Discussion.
7. What can be done for self-regulation
8. Differentiate between competencies and skills

**Q.3** Lateral Thinking serves as a base for success of the organization. Justify the statement by highlighting the importance of lateral thinking and focus on how lateral thinking can be developed among the employees

**10**

**OR**

**Q.3** Explain in detail the concept of 6 thinking hats

**10**

**Q.4 CASE STUDY:**

TCS one of the giants in IT sector has more than 180 nationalities in employee base. TCS employees need to work on different technological platform and keep themselves abreast of the latest technology since after every three year the technology become obsolete. Therefore, training employees on technical front has always been challenging. With the global competition increasing the pressure on employees to come out with innovative solution and software was a need of hour. For TCS therefore to train an employee in critical thinking was a difficult task.

The corona time left employees with a psychological set back wherein the employees were made to work from home. The training also was given off the job in a digital mode. To encourage critical thinking among the employees and develop the productive solutions TCS was finding difficult to change the mindset of employees that critical thinking was required. The HR team there therefore proposed a scheme of Gem points based on the performance of an employee and score attained after training. The salary structure in TCS was one of the lowest but it provided many benefits like health, career advancement which made it as one of the best employers to work for. Besides working and training the employees were also given the provision for working in the photography club, adventure club wherein they were made to learn through fun games. The problem which the organization faced was that employees who were named as GEMS were eyed by the competitors and left the organization for green pastures. The TCS therefore started with an initiative of Career ladder wherein the senior needs to hold the hand of junior and mentor him. The seniors who were gem were made as mentors whose prime facie responsibility was to train people in developing an attitude of critical thinking. IT people were a bit apprehensive in dedicating hours for the training of critical skill which would not have a direct bearing on the result.

- (a) Define critical thinking and why its important for it employees **05**
- (b) If you would have been manager, how would you develop their readiness for critical thinking **05**

**OR**

- Q.4**
- (a) Do you think Career planning is needed in the organization **05**
  - (b) Develop a career plan for yourself for the next 10 years. **05**

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