

Duration: 180 Mins

Total Marks: 40

Q.ID: ITISKILL2626B5

1. Your community wants to reduce plastic waste. How can you use Design Thinking to find new ideas to solve this problem?

- A) Ignore the problem because it's too difficult to solve.
- B) Blame others for the plastic waste issue.
- C) Work together with shops and people nearby to find ways to use less plastic.
- D) Make more things with plastic because they're easy to use.

Answer: C) Work together with shops and people nearby to find ways to use less plastic.

2. Which of these situations shows people working well together as a team?

- A) None of these
- B) One person doing all the work without any help from team members
- C) Two people arguing and not agreeing
- D) A group sharing ideas and listening to each other

Answer: D) A group sharing ideas and listening to each other

3. What are some resource related problems in a workplace?

- A) Not Enough Space
- B) All of these
- C) Machine Problems
- D) Shortage of Materials

Answer: B) All of these

4. Which of the following behaviors is NOT a characteristic of a team player?

- A) Willingness to help others
- B) Taking credit for others' work
- C) Respecting different viewpoints
- D) Listening to teammates' ideas

Answer: B) Taking credit for others' work

5. Why is it important to think of new ways to solve problems?

- A) It is unnecessary to try new things.
- B) To waste time
- C) It is fun to try new things.
- D) New ideas can make work easier or faster.

Answer: D) New ideas can make work easier or faster.

6. What does working well together mean?

- A) Sharing ideas and listening
- B) All of these

C) Offering to help when someone needs it

D) Finding solutions together

Answer: B) All of these

7. Ranjana works at a restaurant. How can Ranjana use design thinking to improve the restaurant's menu?

- A) By randomly selecting new dishes to add.
- B) By talking to the customers, understanding their preferences, making changes to the menu and asking for feedback.
- C) By guessing what customers want.
- D) By copying other restaurants.

Answer: B) By talking to the customers, understanding their preferences, making changes to the menu and asking for feedback

8. Priya works at a factory where she operates a packaging machine. When the machine suddenly stops working, Priya quickly finds another way to do her work. Which self-management skill does Priya use?

- A) Adaptability
- B) None of these
- C) Honesty and Integrity
- D) Conflict management

Answer: A) Adaptability

9. In a team where members have different ideas, and there is a disagreement in the team, what should be done?

- A) Ask someone else to decide
- B) Choose one idea without discussion
- C) Let them argue
- D) Discuss both ideas and find a way to make everyone agree

Answer: D) Discuss both ideas and find a way to make everyone agree

10. Savita works at a factory. A new machine she hasn't used before stops working. What should she do?

- A) Ignore it.
- B) Try again and believe in her ability to fix it.
- C) Blame someone else.
- D) Hide the machine.

Answer: B) Try again and believe in her ability to fix it.

11. You discover a mistake in your work that caused delays in the project. What should you do?

- A) Wait for someone else to find out your mistake
- B) Blame team members for the delay

C) Tell your boss about the mistake
D) Ignore the mistake and continue working

Answer: C) Tell your boss about the mistake

12. Priyanka found faster way to pack products at the factory. What should she do?

A) Pack products faster than her coworkers
B) Continue packing the way the team has been doing
C) None of these
D) Share the faster packing method with her team

Answer: D) Share the faster packing method with her team

13. Venu is a fabric cutter. His team made a mistake in cutting cloth. What's a good way to handle it?

A) Blame the person who cut the cloth
B) Discuss and find a way to fix it
C) Wait for someone else to solve it
D) Get angry and scold his team

Answer: B) Discuss and find a way to fix it

14. Venu does not know how to use the new machine. What should he do?

A) Leave the job.
B) Take a break and do it later.
C) Ask for help and learn how to use the machine
D) Stay silent till someone teaches him.

Answer: C) Ask for help and learn how to use the machine

15. In a manufacturing unit, the packaging process is taking longer than usual, causing delays in shipments. What should the workers do?

A) Complain to the management
B) Ignore the problem
C) Think of different ways to pack faster
D) Continue packaging the same way

Answer: C) Think of different ways to pack faster

16. You are working on something difficult, but it's not going well. What should you do?

A) Take a break and give up.
B) Get upset and quit trying.
C) Ask someone else to do it for you.
D) Keep trying and look for another way.

Answer: D) Keep trying and look for another way.

17. If your first design doesn't work, what should you do?

A) Make something else
B) Give up on it
C) None of these
D) Ask for feedback and try to improve

Answer: D) Ask for feedback and try to improve

18. Which of the following best describes the self-management skill of reliability?

A) Not completing tasks on time
B) Not being honest with coworkers

C) Ignoring the needs of others

D) People always trust you to do your job well

Answer: D) People always trust you to do your job well

19. Ravi wants to make a new chair for his school using Design Thinking. What should he do first?

A) Choose the colour of the chair
B) Test different chair designs
C) Listen to what students want in a chair
D) Plan how to make the chair

Answer: C) Listen to what students want in a chair

20. Sameera is trying to make a better school bag using Design Thinking. What would be her next step after understanding what students need in a bag?

A) Choose the material for the bag
B) Choose the colour of the bag
C) Ask students to test the bags
D) Plan different bag designs

Answer: D) Plan different bag designs

21. If more workers know how to work, what will happen?

A) Loss for the company
B) More work gets done
C) Less work gets done
D) Confusion

Answer: B) More work gets done

22. What are the different steps in Design Thinking?

A) Try, Create and Decide
B) Listen, Choose, Plan, Try, Ask
C) Imagine, Decide, Create and Try
D) Imagine, Plan and Try

Answer: B) Listen, Choose, Plan, Try, Ask

23. Which of the following is NOT a people skill required in a workplace?

A) Being kind
B) Supporting coworkers
C) Technical skills
D) Listening

Answer: C) Technical skills

24. Shreeja made a new bag design and showed it to 5 different people for feedback. Why is it important to listen to different users and not just one?

A) To get a lot of appreciation for her work
B) To get a lot of ideas
C) To understand the common problems from different users
D) Because it's fun

Answer: C) To understand the common problems from different users

25. You are working on a team project with tight deadlines. Your coworker falls ill, leaving their portion of the work incomplete. What should you do?

- A) Ask other team members for help and complete your coworker's task
B) Criticise your coworker for not completing his work
C) Complain your supervisor about the incomplete work
D) Keep working on your own tasks

Answer: A) Ask other team members for help and complete your coworker's task

26. Raj works as a factory manager. He has a big order to deliver but there aren't enough workers. What should Raj do?

- A) Ignore the problem
B) Cancel the orders
C) Stop working
D) Request workers to work extra hours

Answer: D) Request workers to work extra hours

27. Ravi and his team are deciding on a new machine for the factory. How should they make the final choice?

- A) Look at all the details, think carefully about their needs & budget and then make the choice
B) Choose the first machine they see
C) Choose the cheapest machine available
D) Ravi should pick the machine he likes

Answer: A) Look at all the details, think carefully about their needs & budget and then make the choice

28. Simi is always trying out new ways to reuse the waste materials. She is the ____?

- A) Planner
B) Doer
C) Peacekeeper
D) Idea Person

Answer: D) Idea Person

29. How does Design Thinking help solve problems?

- A) By following a strict process
B) By trusting on personal assumptions
C) By understanding what people need and improving solutions
D) By guessing solutions randomly

Answer: C) By understanding what people need and improving solutions

30. When thinking of new ideas, why is it important to share ideas with others, even if they are not perfect?

- A) To impress others.
B) Talking can help make ideas better.
C) To make others feel included.
D) To show off your knowledge.

Answer: B) Talking can help make ideas better.

31. Amit's team is feeling low because of a failed project. As a leader, what should he do?

- A) Scold them
B) Ignore his team members
C) Encourage learning from mistakes
D) Blame them for the failure

Answer: C) Encourage learning from mistakes

32. Which of the following ways can help you work well with people?

- A) Paying close attention to what people say
B) Staying calm, even in challenging situations
C) Accepting your mistakes
D) All of these

Answer: D) All of these

33. What should you do before making a choice at work?

- A) Look at all the details
B) Take time to think and then choose
C) All of these
D) Listen to others' ideas and ask questions

Answer: C) All of these

34. While working with your team on a project, one of your coworkers is finding it difficult to finish their job. What should you do in this situation?

- A) Ignore their problem and focus on your own work.
B) Complain about them to the boss.
C) Help and support them to finish their work.
D) Finish their work for them.

Answer: C) Help and support them to finish their work.

35. You are making a new language learning app. Why should you let some people try it before it's done?

- A) Because it's fun to watch others try your app.
B) To get appreciation.
C) To see how people use it and make it better.
D) To show people how good you are at making apps.

Answer: C) To see how people use it and make it better.

36. You notice a coworker struggling with their workload. What should you do?

- A) Ignore their struggles and focus on your own work.
B) Laugh at their inability to manage their workload.
C) Report their struggles to the supervisor.
D) Offer to help them with their tasks.

Answer: D) Offer to help them with their tasks.

37. What are some people related problems in a workplace?

- A) All of these
B) Not enough workers
C) Workers don't know the tasks
D) Communication problems

Answer: A) All of these

38. Which of the following are good work habits?

- A) All of the above
B) Staying calm when work is challenging
C) Not giving up when something goes wrong
D) Following workplace rules

Answer: A) All of the above

39. Which of the following is a self-management skill?

- A) All of these
- B) Commitment
- C) Honesty and Integrity
- D) Adaptability and Flexibility

Answer: A) All of these

40. Rohan has come up with an idea to improve his work

using Design Thinking. What must he do next?

- A) Tell everyone about it
- B) Think of another idea
- C) Write down his idea and keep it safe
- D) Apply and test if it works

Answer: D) Apply and test if it works
