

12:40 PM

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Answer Key

Duration: 30 Mins

Total Marks: 40

Q.ID: ITISKILL4106F8

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

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

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

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

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

**Answer: A) All of these**

3. 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) Finish their work for them.  
D) Help and support them to finish their work.

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

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

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

**Answer: D) Technical skills**

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

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

**Answer: C) Talking can help make ideas better.**

6. Which of the following are good work habits?

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

**Answer: B) All of the above**

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

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

**Answer: D) Discuss and find a way to fix it**

8. Rohan has come up with an idea to improve his work using Design Thinking. What must he do next?

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

**Answer: A) Apply and test if it works**

9. How does Design Thinking help solve problems?

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

**Answer: B) By understanding what people need and improving solutions**

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

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

11. 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) Honesty and Integrity  
B) None of these  
C) Adaptability  
D) Conflict management

**Answer: C) Adaptability**

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

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

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

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

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

**Answer: C) Share the faster packing method with her team**

**14.** 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**

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

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

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

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

**Answer: B) Taking credit for others' work**

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

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

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

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

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

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

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

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

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

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

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

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

**21.** What are the different steps in Design Thinking?

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

**Answer: C) Listen, Choose, Plan, Try, Ask**

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

- A) Ignore the mistake and continue working B) Wait for someone else to find out your mistake  
C) Tell your boss about the mistake D) Blame team members for the delay

**Answer: C) Tell your boss about the mistake**

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

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

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

**24.** What does working well together mean?

- A) Offering to help when someone needs it B) Finding solutions together  
C) All of these D) Sharing ideas and listening

**Answer: C) All of these**

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

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

**Answer: B) Ask for feedback and try to improve**

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

- A) More work gets done B) Confusion

- C) Less work gets done      D) Loss for the company

**Answer: A) More work gets done**

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

- A) Take a break and do it later.      B) Leave the job.  
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**

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

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

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

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

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

**Answer: A) Offer to help them with their tasks.**

**30.** 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**

**31.** What are some resource related problems in a workplace?

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

**Answer: C) All of these**

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

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

**Answer: A) All of these**

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

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

**Answer: C) Request workers to work extra hours**

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

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

**Answer: D) Listen to what students want in a chair**

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

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

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

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

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

**Answer: C) Encourage learning from mistakes**

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

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

**Answer: D) All of these**

**38.** 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**

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

- A) Ignore the problem      B) Complain to the management

C) Continue packaging the same way      D) Think of different ways to pack faster

**Answer: D) Think of different ways to pack faster**

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

A) Accepting your mistakes      B) Staying calm, even in challenging situations

C) Paying close attention to what people say      D) All of these

**Answer: D) All of these**

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