

ITI Quiz - 03-Jun-2026

10:00 AM

Q. ID: ITISKILL4860CQ

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Answer Key

Duration: 60 Mins

Total Marks: 40

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1. 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.

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

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

Answer: C) All of these

3. 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

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

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

Answer: C) Think of different ways to pack faster

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

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

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

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

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

Answer: A) Tell your boss about the mistake

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

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

Answer: D) Ask for feedback and try to improve

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

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

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

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

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

Answer: A) All of these

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

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

Answer: B) All of these

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

Answer: A) Adaptability

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

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

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

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

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

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

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

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

15. Which of the following are good work habits?

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

Answer: C) All of the above

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

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

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

17. 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) A group sharing ideas and listening to each other
- D) Two people arguing and not agreeing

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

18. 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) Complain your supervisor about the incomplete work
- C) Ask other team members for help and complete your coworker's task
- D) Criticise your coworker for not completing his work

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

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

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

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

Answer: D) Plan different bag designs

21. 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) Request workers to work extra hours
- C) Ignore the problem
- D) Stop working

Answer: B) Request workers to work extra hours

22. 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) Write down his idea and keep it safe
- C) Think of another idea
- D) Tell everyone about it

Answer: A) Apply and test if it works

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

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

Answer: D) More work gets done

24. How does Design Thinking help solve problems?

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

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

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

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

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

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

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

Answer: B) All of these

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

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

Answer: A) Encourage learning from mistakes

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

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

29. What are the different steps in Design Thinking?

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

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

30. 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

31. 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) To impress others.
- D) Talking can help make ideas better.

Answer: D) Talking can help make ideas better.

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

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

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

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

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

Answer: A) Idea Person

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

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

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

35. What does working well together mean?

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

Answer: D) All of these

36. 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

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

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

Answer: D) Taking credit for others' work

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

- A) Test different chair designs
- B) Choose the colour of the chair
- 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

39. 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) Make more things with plastic because they're easy to use.
- C) Blame others for the plastic waste issue.
- D) Work together with shops and people nearby to find ways to use less plastic.

Answer: D) Work together with shops and people nearby to

find ways to use less plastic.

40. 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) All of these

D) Accepting your mistakes

Answer: C) All of these
