

ITI Quiz - 23-Apr-2026

09:15 AM

Q. ID: ITISKILL730360

April 2026

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Answer Key

Duration: 120 Mins

Total Marks: 40

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

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

Answer: C) Request workers to work extra hours

2. 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) Keep working on your own tasks
- C) Complain your supervisor about the incomplete work
- D) Criticise your coworker for not completing his work

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

3. How does Design Thinking help solve problems?

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

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

4. 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.

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

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

Answer: A) All of these

6. 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) None of these
- B) Conflict management

C) Adaptability

D) Honesty and Integrity

Answer: C) Adaptability

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

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

Answer: B) All of these

8. 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) Offer to help them with their tasks.
- D) Ignore their struggles and focus on your own work.

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

9. What does working well together mean?

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

Answer: D) All of these

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

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

Answer: D) Apply and test if it works

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

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

Answer: A) All of these

12. Which of the following are good work habits?

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

Answer: B) All of the above

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

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

Answer: C) Idea Person

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

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

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

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

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

Answer: C) All of these

16. 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) Blame team members for the delay
- D) Wait for someone else to find out your mistake

Answer: A) Tell your boss about the mistake

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

- A) Ignoring the needs of others
- B) Not being honest with coworkers
- C) Not completing tasks on time
- D) People always trust you to do your job well

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

18. 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 guessing what customers want.
- 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.

19. 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) Wait for someone else to solve it
- C) Get angry and scold his team
- D) Discuss and find a way to fix it

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

20. 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) Plan how to make the chair
- C) Test different chair designs
- D) Listen to what students want in a chair

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

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

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

Answer: D) Encourage learning from mistakes

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

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

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

Answer: A) Plan different bag designs

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

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

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

25. 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) Complain about them to the boss.

- C) Ignore their problem and focus on your own work. D) Finish their work for them.

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

26. 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) Stay silent till someone teaches him.
C) Take a break and do it later. D) Leave the job.

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

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

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

Answer: D) All of these

28. What are the different steps in Design Thinking?

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

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

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

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

Answer: A) More work gets done

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

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

Answer: B) Taking credit for others' work

31. 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

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

- A) Choose the first machine they see B) Choose the cheapest machine available

- C) Look at all the details, think carefully about their needs & budget and then make the choice D) Ravi should pick the machine he likes

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

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

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

Answer: D) Technical skills

34. 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.

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

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

Answer: A) Ask for feedback and try to improve

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

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

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

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

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

Answer: A) Think of different ways to pack faster

38. 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.

39. 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.

40. 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
