

GUJARAT TECHNOLOGICAL UNIVERSITY
MBA – SEMESTER - I – EXAMINATION – WINTER 2021

Subject Code:4519208**Date: 24/03/2022****Subject Name: Developing Contributory Skills – I****Time:10:30 AM TO 12:00 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	Attribute / Type	Marks
Q.1	Multiple Choice Questions. All 14 Questions are Compulsory. Each of carry 1 marks each.		14
(1)	Critical thinking concerns		
	(a) Determining the cause of our beliefs	(b) Pinpointing the psychological basis of our beliefs	
	(c) Determining the quality of our beliefs	(d) Assessing the practical impact of our beliefs	
(2)	Statements given in support of another statement are called.		
	(a) Conclusions	(b) Premises	
	(c) Arguments	(d) Summaries	
(3)	A belief is worth accepting if...		
	(a) We have good reasons to accept it	(b) It is consistent with our needs	
	(c) It has not been proven wrong	(d) It is accepted by our peers	
(4)	When introducing ourselves, we should use:		
	(a) Only the surname	(b) Both the first name and the surname	
	(c) Only our designation	(d) Only our first name	
(5)	In business, when you fail to recall the name of a person met earlier, you can ask him or her:		
	(a) For his or her initials	(b) For his or her surname	
	(c) To excuse you for forgetting his or her name	(d) For his or her business card	
(6)	As a host, you would invite visiting foreign guests to a business dinner:		
	(a) By announcing the dinner at a meeting	(b) Through a messenger	
	(c) By writing an invitation letter	(d) Personally, face-to face	
(7)	In which view Headers and Footers are visible		
	(a) Normal View	(b) Page Layout View	
	(c) Print Layout View	(d) Draft View	
(8)	The space left between the margin and the start of a paragraph is called		
	(a) Spacing	(b) Gutter	
	(c) Indentation	(d) Alignment	

- (9) Ctrl + Down Arrow" is used to
 (a) Moves the cursor one paragraph down (b) Moves the cursor one line down
 (c) Moves the cursor one page down (d) Moves the cursor one screen down
- (10) What is the intersection of a column and a row on a worksheet called?
 (a) Column (b) Value
 (c) Address (d) Cell
- (11) The process of arranging the items of a column in some sequence or order is known as
 (a) Arranging (b) Auto fill
 (c) Sorting (d) Filtering
- (12) To apply center alignment to a paragraph we can press
 (a) Ctrl + S (b) Ctrl + C
 (c) Ctrl + C + A (d) Ctrl + E
- (13) Which function in Excel tells how many numeric entries are there?
 (a) NUM (b) COUNT
 (c) SUM (d) CHKNUM
- (14) What type of chart will you use to compare performance of two employees in a year?
 (a) Column Chart (b) Line Chart
 (c) Pie Chart (d) Dot Chart

Q.2 Short Questions

16

All questions are compulsory. Each of carry 2 marks each.

1. How do critical thinking and creativity complement each other?
2. What is the best way to defend yourself against group thinking?
3. What is a Case?
4. Why are good manners necessary for good business?
5. Explain the term workbook and worksheet.
6. What is Hyperlink in MS- WORD?
7. Which programme is used in MS Word to check the spellings?
8. Explain Pivot table in Excel.

Q.3 What do you mean by Creative Thinking? Explain the top creative thinking skills.

10

OR

Q.3 Explain the various barriers of critical thinking and how we can overcome them.

10

Q.4

CASE STUDY:

Indane Biscuits is located in an industrial area. The biscuits factory employs labour on a daily basis. The management does not follow statutory regulations and are able to get away with violations by keeping the concerned inspectors in good books.

The factory has a designated room to which employees are periodically called either to hire or to fire.

As a part of National Safety Day the Industries Association, of which the Indane Biscuits is a member, decided to celebrate collectively at a central place. Each of the members was given specific tasks.

The HR Manager, Indane Biscuits, desired to consult his supervisors and to inform everybody through them about the safety day celebrations. He sent a memo requesting them to be present in the room meant for hiring and firing. As soon as the supervisors read the memo they all got panicky thinking that now it was their turn to get fired. They started having 'hush-hush' consultations. The workers also learnt about it and since they had a lot of scores to settle with the management they extended their sympathy and support to the supervisors. As a consequence everybody struck work and the factory came to a grinding halt.

In the meantime the HR Manager was unaware of the development and when he came to know of it he went immediately and tried to convince the supervisors about the purpose of inviting them and the reason why that particular room was chosen. To be fair to the HR Manager, he selected the room because no other room was available, but the supervisors and the workers were in no mood to listen.

The Managing Director, who rushed to the factory on hearing about the strike, also couldn't convince the workers.

The matter was referred to the labour department. The enquiry resulted in all irregularities of the factory getting exposed and imposition of heavy penalties. The HR Manager was sacked. The factory reopened after prolonged negotiations and settlements.

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| (a) List out the direct and indirect causes for the escalation of tension at the Indane Biscuits. | 05 |
| (b) If you were the HR Manager, what would you do? | 05 |
