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SARDAR PATEL UNIVERSITY
BBA (ITM) SEMESTER VII
THURSDAY 5th May 2016
TIME: 2:30 P.M TO 4:30 P.M
UM07EBBI05
INTERPERSONAL RELATIONS

MARKS: 60

NOTE: Figures to the right indicate marks.

- Q.1 [A]** Discuss the concept of transactional analysis and give explanation on Johari Window and Life positions in interpersonal behavior in detail. **[15]**
- OR**
- Q1 [A]** Write an explanatory note on: Benefits & uses of TA. **[08]**
[B] Write a comprehensive note on: Psychological Games. **[07]**
- Q.2 [A]** "The general objectives of counseling are to help employees grow in self-confidence, understanding, self-control, and ability to work effectively." Explain the quote in context of functions & types of counseling. **[15]**
- OR**
- Q.2** Write detailed notes on: **[15]**
- Process of counseling
 - Objectives of counseling
- Q.3 [A]** "Teams will differ from each other based on their constitution, purpose & power entrusted." Discuss the testimonial in context of concept features and types of teams. **[15]**
- OR**
- Q.3 [A]** Define the term effective team and elucidate briefly its characteristics. **[08]**
[B] Clarify in brief the cost of teams. **[07]**
- Q.4 [A]** Define QWL with its principles and discuss explicitly how to measure quality of work life. **[15]**
- OR**
- Q.4 [A]** Discuss the various techniques for improving QWL. **[08]**
[B] Write a brief note on: Work-Life Balance. **[07]**

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