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SARDAR PATEL UNIVERSITY
MHRM EXAMINATION, FIRST SEMESTER

Saturday, Date - 16/04/2016

Session : Evening Time : 2.30 p.m to 5.30 p.m

Subject Code : PA01CHRM09

Subject Title : Managing Individual Behaviour

Total Marks: 70 Marks

SECTION - A

Q-1 MULTIPLE CHOICE QUESTIONS. (ATTEMPT ALL)

10 marks

1. One of the following is not a type of Case Work Record.

- a. Narrative Record
- b. Process Record
- c. Rights based Record
- d. None of these

2. _____ is the sum total of all activities and service directed towards helping an individual with a problem. The focus is relieving of the immediate problem and if feasible, modifies and basic difficulties which precipitated it.

- a. Intervention
- b. Monitoring and Evaluation
- c. Intake/Rapport Building
- d. None of these

3. _____ step is to encode the ideas in simple, clear and brief words or codes. He / She has to decide the methods of communication whether verbal or written.

- a. Transmission
- b. Ideation
- c. Encoding
- d. None of these

4. From below which psychological factor affecting to the foundation of Human behaviour?

- a. Marital Status
- b. Perception
- c. Age
- d. None of these

5. _____ communications are generally written as policy manual, procedural, memoranda, orders, schedule, meetings and conferences, special interview etc.

- a. Gestural
- b. Formal
- c. Informal
- d. None of these

6. _____ has a team of interviewers who will take turns to put questions to the candidates. There is only one candidate facing a firing squad.

- a. Group Interview
- b. Telephonic Interview
- c. Panel Interview
- d. None of these

7. _____ enables an Individual to obtain a higher level of social functioning through an interpersonal transaction or face to face, or person to person encounter.

- a. Interview
- b. Recording
- c. Communication
- d. Social Case Work

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(P.T.O.)

8. _____ helps in determining the focus of treatment, further collection of facts and deciding the best course of action to solve the problem.
- a. Psycho-social diagnosis
 - b. Interview Rapport building
 - c. Monitoring and Evaluation
 - d. Follow up and termination
9. Which factor include employment level, wage rated, economic outlook, technological change? It is also greatly affect human behaviour at work.
- a. Economic Factor
 - b. Psycho logical Factor
 - c. Environmental Factor
 - d. Organisational Factor
10. _____ means an individual skills and capacity to perform a job. It is made up of the types of skills, intellectual and physical.
- a. Human Behavior
 - b. Abilities
 - c. Attitude
 - d. None of these

Q-2 DEFINITIONAL TYPE QUESTIONS. (ANY FIVE)

10 marks

1. Discuss the principles of confidentiality.
2. Give the meaning of client self determination.
3. What is Absenteeism? Why it happens?
4. Describe any two principles of recording.
5. What is the role of environmental factor in Individual behaviour?
6. Give the meaning of Exit Interview.
7. Importance of Communication

Q-3 WRITE SHORT NOTE. (ANY FIVE)

20 marks

1. Importance of Communication
2. Components of Case Work
3. Process of Case Work
4. Principle of Communication
5. Interview and its importance
6. Individual Differences culture and personality
7. Principles of Recording

SECTION – B

Q-4 Discuss in detail the concept of communication with its forms and narrate the process of communication.

15 marks

OR

Q-4 Write in detail the concept of recording with purpose and types of recording with examples.

15 marks

Q-5 Define Social Case Work. Explain the principles of social case work with relevant examples.

15 marks

OR

Q-5 Describe in detail the concept of individual behaviour and Elaborate factors affecting to the Individual behaviour.

15 marks
