

SEAT No. \_\_\_\_\_

No. of Printed Pages : 2

[19-A/20-A]

**SARDAR PATEL UNIVERSITY**  
**MSW-IV<sup>th</sup> SEMESTER EXAMINATION- 2017**

**Subject Code:** PA04CMSW05/01

**Date:** 19/04/2017

**Day:** Wednesday

**Time:** 02:00pm to 05:00pm

**Subject:** Organizational Behaviour and Employee Development

**Total Marks:** 70

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**Q.1 Multiple Choice questions**

**10**

1. The Hawthorne studies are of utmost significance as they form an honest and concerted attempt to understand:

- (A) The human factor (B) Employee attitudes  
(C) The workers social situations (D) All of the above

2. The \_\_\_\_\_ leadership style is an expression of the leader's trust in the abilities of his subordinates.

- (A) Participative (B) Delegative (C) Authoritarian (D) All of the above

3. The model(s) of Organizational Behaviour is (are):

- A) Autocratic (B) Custodial (C) Supportive (D) All of the above

4. The philosophy that guides an organization's policies towards its employees and customers is an important part of

- (A) Management strategy (B) Organization behavior  
(C) Organizational culture (D) Organization development

5. Work attitudes can be reflected in an organization through

- (A) Job satisfaction (B) Organizational commitment  
(C) Both 'A' and 'B' (D) None of the above

6. According to \_\_\_\_\_ employees love work as play or rest

- (A) X theory (B) Y theory (C) Z theory (D) None of these

7. \_\_\_\_\_ is the degree to which an individual is willing to take chances and risky decisions

- (A) Authoritarianism (B) Dogmatism  
(C) Risk propensity (D) Tolerance for ambiguity

8. Whose concept states that interpersonal and human relations may lead to productivity?

- (A) Elton Mayo      (B) Henry Fayol      (C) F.W. Taylor      (D) Max Weber

9. Organization Behaviour is

- (A) An interdisciplinary approach      (B) A humanistic approach  
(C) Total system approach      (D) All of these

10. \_\_\_\_\_ is once view of reality

- (A) Attitude      (B) Perception      (C) Outlook      (D) Personality

**Que.2 Explain the following terms (Any Five)**

**10**

- |                       |                |                  |
|-----------------------|----------------|------------------|
| 1. Cultural Diversity | 2. Motivation  | 3. Communication |
| 4. Attitude           | 5. Personality | 6. Job Design    |
| 7. Learning Theory    |                |                  |

**Que.3 Write Short Note (Any Five)**

**20**

- |                                 |                           |                             |
|---------------------------------|---------------------------|-----------------------------|
| 1. Decision making              | 2. Need of Motivation     | 3. Total Quality management |
| 4. Factors affecting Perception | 5. Organizational Culture | 6. Hawthorne Studies        |
| 7. Ethics and ethical behaviour |                           |                             |

#### **SECTION -B**

**Que-4 Write down following answer in detail (Any Two)**

**30**

1. Define Organizational Behaviour and explain Nature and influencing Factor to organizational behaviour.
2. Explain the contemporary challenges of Global and Cultural Diversity in OB.
3. Define Motivation and explain the various motivation theories in detail.
4. Discuss the various aspects of macro-perceptive of Organizational Behaviour with relevant example.

—————X———X—————

SEAT No. \_\_\_\_\_

No. of Printed Pages: 2

[78879]

**SARDAR PATEL UNIVERSITY**

**MSW FOURTH SEMESTER EXAMINATION**

**DAY: FRIDAY**

**TIME: 2:00 PM TO 5:00 PM**

**DATE: 7/4/2017**

**SESSION: EVENING**

**TOTAL MARKS: 70**

**SUBJECT CODE: PA04CMSW06/02**

**SUBJECT TITLE: SOCIAL DEFENSE & CORRECTIONAL SERVICES**

**SECTION A**

**Q. 1 Choose the Correct Alternative:**

**[10]**

1. \_\_\_\_\_ theory states that greater exposure to dangerous places makes an individual more likely to become the victim of a crime.

- a) Routine Activity      b) Life Style Theory      c) Deviant Place      d) None

2. Juveniles accused of a crime or detained for a crime are brought before the \_\_\_\_\_ under the Juvenile Justice (Care and Protection of Children) Act 2000.

- a) Juvenile Justice Board      b) Child Welfare Committee  
c) Police      d) Superintendent

3. The first Child Guidance Clinic was started in India in the year \_\_\_\_\_.

- a) 1839      b) 1939      c) 1975      d) 1947

4. The Code of Criminal Procedure was enacted in the year \_\_\_\_\_.

- a) 1950      b) 1860      c) 1947      d) 1973

5. In CARA, R stands for \_\_\_\_\_.

- a) Regulatory      b) Research      c) Resource      d) Reception

6. The term Social Defense was adopted by the United Nations in \_\_\_\_\_.

- a) 1948      b) 1947      c) 1983      d) 1850

7. \_\_\_\_\_ refers to the process of integrating socially and psychologically into one's social environment.

- a) Social Reintegration      b) Rehabilitation      c) Probation      d) a) & c) Both

8. In India the Probation of Offenders Act was enacted in the year \_\_\_\_\_.

- a) 1984      b) 1947      c) 1894      d) 1958

(1)

P.T.O.

9. The classical school of criminology was founded by \_\_\_\_\_.

- a) Cesare Lombroso      b) Cesare Beccaria      c) Enrico Ferri      d) None

10. Which one of the following is a non institutional correctional service for children?

- a) Observation Home      b) Adoption      c) Special Home      d) Children's Home

**Q 2. Define the Following: [Any Five]**

**[10]**

1. Social Defense
2. Prison
3. Criminology
4. Probation
5. Crime
6. Victimology
7. Adoption

**Q 3. Short Notes: [Any Five]**

**[20]**

1. Feminist Criminology
2. Classification of Crime
3. Children in conflict with law
4. Role of Social Workers in Institutional and Non Institutional Services
5. Types of Victims
6. After Care, Rehabilitation & Re integration of Offenders
7. Indian Penal Code

### **SECTION B**

**Q 4. Answer the Following: [Any Two]**

**[30]**

1. Describe social defense services and programmes in India.
2. Explain Immoral Traffic Prevention Act, 1986.
3. Discuss Parole, Observation Home and Short Stay Home.
4. What is Juvenile Deviance? Elaborate various etiological factors of Juvenile Deviance.

-----ALL THE BEST-----

(2)

SEAT No. \_\_\_\_\_

No. of Printed Pages: 02

[124/125]

Sardar Patel University  
MSW IVth semester Examination

Subject: PA04CMSW07/03: Clinical Psychiatry and Community Mental Health  
Day, Date & Time: Monday, 10/04/2017, 2.00 pm to 5.00 pm: Total 70 marks

Section A

Q.1 Attempt all the questions. Choose correct answer from the options given below the questions. 10 marks

- 1 Walking while sleeping is a sleep disorder known as -----  
a. insomnia b. somnambulism c. night terrors d. night tremors
- 2 ECT given from front to back of one side of the head is known as -----  
a. unilateral ECT b. bilateral ECT c. both d. None
- 3 Which among the following personality disorder is marked by a pervasive distrust and suspiciousness of others?  
a. schizoid b. schizotypal c. paranoid d. antisocial
- 4 Which of the following disorder is the combination of mania and depression?  
a. anxiety disorder b. bipolar disorder c. OCD d. None
- 5 Hearing music in the absence of the same is an example for -----  
a. olfactory hallucination b. gustatory hallucination c. auditory hallucination d. None
- 6 How many axes are there in DSM-IV classification?  
a. five b. four c. three d. one
- 7 Which among the following is required to keep a person in a hospital for mental health for more than 90 days?  
a. application by a relative b. reception order c. request by police d. all above
- 8 The first appointment of PSW in adult psychiatry was in -----  
a. Yerwada mental hospital, Pune b. Hospital for mental health, Ahmedabad c. Nimhans, Bangalore d. None
- 9 Who founded the Indian Society of Psychiatric Social Work (ISPSW) in 1970 ?  
a. S.K. Dey b. R.K. Upadhyay c. M.M. More d. None
- 10 A firmly-held idea that a person has despite clear and obvious evidence that it isn't true is known as -----  
a. Hallucination b. illusion c. delusion d. All

Q.2 Define the following. [Attempt any five]

10 marks

- 1 Psychiatric social work
- 2 Mental health
- 3 Obsessive compulsive disorder

- 4 Illusion
- 5 Mentally ill person
- 6 Phobia
- 7 Adjustment disorder
- Q.3 Write Short Notes. [Attempt any five]

20  
marks

- 1 Types of Hallucination
- 2 Psychotherapy
- 3 Axes in DSM-IV-TR
- 4 ECT
- 5 Origin of psychiatric social work in India
- 6 Mental State Examination
- 7 Eating disorders

#### Section B

Answer the following in detail.

- Q.4 Psychiatric social workers play a vital role in many psychiatric settings for adults and children. Explain the statement with illustrations.

15  
marks

Or

- Q.4 Write an essay on mood disorders.

15  
marks

- Q.5 History taking of psychiatric patients has to be done with utmost care and perfection. Justify the statement and list out the points of case history taking with details.

15  
marks

Or

- Q.5 Discuss in detail the main provisions of Mental Health Act, 1987.

15  
marks

— X —

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No. of Printed Page : 2

**SARDAR PATEL UNIVERSITY**  
**MSW-IV<sup>th</sup> SEMESTER EXAMINATION- 2017**

**Subject:** NGO Management

**Date:** 15/04/2017

**Time:** 02:00pm to 05:00pm

**Subject Code:** PA04EMSW05

**Day:** Saturday

**Total Marks:** 70

**Q.1 Multiple Choice questions**

**10**

1. NGO type by level of operation include

a) Community based organization

b) City wide organization

c) National and international organization

d) All of these

2 Role of NGO involve \_\_\_\_\_

a) To supplement government efforts and coordinate services and delivery system

b) To make community self reliant and train a cadre of grass root level workers

c) To disseminate information

d) All of these

3 Under which section \_\_\_\_\_ of Companies Act 1956 NGO Can be register

a) Section 24

(b) Section 25

(c) Section 26

(d) Section 27

4. Civil society has been widely recognized as an essential \_\_\_\_\_ sector

a) First

(b) Third

(c) Fourth

(d) Second

5. Institutions to which donation to whom is eligible to 100% deduction without any qualifying limit is

a) Indira Gandhi Memorial Trust

(b) National Defence Fund

c) World Vision India

(d) Rajiv Gandhi Foundation

6. Societies Registration Act was enacted in the year \_\_\_\_\_

a) 1860

b) 1861

c) 1862

d) 1863

7. NGOs can be classified on the basis of

a) Charitable orientation

b) Participatory and service orientation

c) Empowering orientation

d) all of these

(1)

8. Income Tax exemption available to the NGOs under Section \_\_\_\_\_ of Income tax Act

- a) 35AC                      b) 35AB                      c) 35AD                      d) 35AA

9. Full Form of FCRA

- a) Foreign Contribution and Resources Agencies                      (b) Foreign Contribution and Regulation Act  
c) Foreign Contribution and Relationship Agencies                      (d) Foreign Collection and Regulation Act

10. Role of Civil Society in a Country includes

- a) Promote political participation                      b) Educating people about their rights  
c) Encouraging People to vote in Election                      d) All of these

**Que.2 Write down following definitional type of question (Any Five)**

**10**

1. Social Mobilization                      2. Media Advocacy                      3. Public Hearing  
4. Civil Society                      5. Social Change                      6. Advocacy  
7. Project

**Que.3 Write down Short Note (Any Five)**

**20**

1. FCRA Registration Process                      2. Project Indicators                      3. 80g  
4. Role of Funding Agencies                      5. Types of Fund                      6. Resources Mobilization  
7. Society Registration Act

#### **SECTION –B**

**Que-4 Write down following answer in descriptive way (Any Two)**

**30**

1. Define and explain the meaning and Types of NGOs
2. Discuss the fund Requirements for NGO. Explain Technique & Sources of Fund Raising.
3. Discuss the role of Civil Society in social Change.
4. What is Project Management? Discuss about the project proposal in detail



Sardar Patel University  
Vallabh Vidyanagar  
External Examinations

PA04EMSW10 – Current Trends and Perspectives in Criminology

Date : 15-04-2017 Marks : 70 Time : 2 to 5pm

Total Marks: 70

Que:1 Multiple Choice Questions.

10

1. Who has given two types of crime i.e. felony and misdemeanor?
  - a) Sutherland
  - b) Bonger
  - c) Lemert
  - d) None of above
2. The person who has committed crime once in life time called as \_\_\_\_\_.
  - a) Casual criminal
  - b) Regular criminal
  - c) First offender
  - d) All of above
3. Who has given the theory of born criminal and physical criminal type?
  - a) Ferri
  - b) Garofalo
  - c) Lombroso
  - d) British
4. Who is known as the father of criminology?
  - a) Lombroso
  - b) Bonger
  - c) Ferri
  - d) None of above
5. Which of the following is a causal factor of Crime?
  - a) Mental deficiency
  - b) Psychosis
  - c) Neurosis
  - d) All of above
6. Which of the following condition of family leads to criminal behaviour in child?
  - a) Poverty
  - b) Good upbringing
  - c) Proper Education
  - d) Proper attention
7. \_\_\_\_\_ treats emotional and personality problems by psychological means.
  - a) Psycho Therapy
  - b) Reality Therapy
  - c) Behaviour Therapy
  - d) Activity Therapy
8. \_\_\_\_\_ therapy attempts to produce an environment that will facilitate meaningful change.

- a) Individual counseling
  - b) Group counseling
  - c) Psycho therapy
  - d) Environment or milieu therapy
9. The main feature of juvenile court is \_\_\_\_\_.
- a) Informality of procedure
  - b) Formality of procedure
  - c) Punishment
  - d) Prison
10. What is the full form of FIR?
- a) First Information Report
  - b) Full Information Report
  - c) Final Information Report
  - d) None of Above

**Que:2 Define the term. (Any five)**

**10**

- 1. Crime
- 2. Criminology
- 3. Criminal
- 4. White Collar Crime
- 5. Juvenile Delinquent
- 6. Occupational crime
- 7. Prison

**Que:3 Write the Short notes. (Any Five )**

**20**

- 1. Classification of crime
- 2. Causes of crime
- 3. Crime statics in India
- 4. Crimes against property
- 5. Contribution of Ceasare Lombrose
- 6. Types of Prison
- 7. Role of Police for crime prevention

**Que:4 Explain different types and causes of juvenile delinquency.**

**15**

**OR**

**Que:4 Explain the Criminal Justice System including police, prison and judiciary.**

**Que:5 Describe Crime prevention strategies against vulnerable section i.e. women and children. 15**

**OR**

**Que:5 Explain different psychological factor in criminal behavior.**

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SEAT No. \_\_\_\_\_

No. of Pages : 2

Sardar Patel University

Vallabh Vidyanagar

External Examinations

PA04EMSW14–Industrial Relations & Trade Unionism

Date: 04-04-2017 Marks : 70 Time : 2 to 5pm

**Q.1 Multiple Choice Question –(Attempt All)**

**10 Marks**

- 1 Which of the following is the approach of Industrial Relation?
  - a) Psychological Approach
  - b) Sociological Approach
  - c) Human Relations Approach
  - d) All of Above
- 2 According to which of the following function Trade Union put up fights with management?
  - a) Military Function
  - b) Fraternal Function
  - c) Fighting Function
  - d) None of above
- 3 What is the full form of WCL?
  - a) World Confederation of Labour
  - b) World Conference of Labour
  - c) World Confederation of Language
  - d) None of above
- 4 What are the different forms of Worker's Participation?
  - a) Joint consultation model
  - b) Joint Decision Model
  - c) Auto management
  - d) All of above
- 5 In which year the Government of India introduced a new scheme of workers participation on management?
  - a) March, 2000
  - b) December, 1985
  - c) April, 1983
  - d) December, 1983
- 6 If employees are motivated through rewards, appreciation, reinforcement to conform to organisational rules and regulations, it is termed as \_\_\_\_\_?
  - a) Negative discipline
  - b) Positive discipline
  - c) Right discipline
  - d) Wrong discipline
- 7 What is the full form of SEWA?
  - a) Social Employed Women's Association
  - b) Self Establishment Women's Association
  - c) Self Employed Women's Association
  - d) None of above
- 8 What would be the first step of an industry towards indiscipline?
  - a) Written reprimand
  - b) Verbal reprimand
  - c) Suspension
  - d) Dismissal

- 9 What is the full form of ICFTU?
- International Confederation of Free Trade Unions
  - International Conference of Trade Union
  - International conscience of Trade Union
  - None of above
- 10 In which year the WFTU was founded?
- 2001
  - 1945
  - 1985
  - 1986

**Q.2 Definitional (Attempt any 5)**

**10 Marks**

- Trade Union
- Industrial relation
- Workers Participation in management
- Industrial Discipline
- Negotiation
- Collective bargaining
- Grievance

**20 Marks**

**Q.3 Short Notes (Attempt any 5 )**

- Growth & Development of Trade Union in India
- International Labour Organisation
- Show Cause Notice
- National & international level Trade Union
- Role of Government, Trade Unions & Employees in developing harmonious relation in industry
- Growth of Trade union in Abroad
- Elements of Industrial Relation

**Q.4 Discuss the methods of grievance procedure and its related mechanisms.**

**30 Marks**

**OR**

**Q.4 Narrated the Types of Trade union and its function**

**Q.5 Explain the significance of worker participation in industrial sector**

**OR**

**Q.5 Enumerate the need of Industrial Discipline and its process.**

— x — x —

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[35]

**SARDAR PATEL UNIVERSITY**  
**MSW-IV<sup>th</sup> SEMESTER EXAMINATION- 2017**

No. of Printed Pages: 2

**Subject:** Rural & Urban Community Development

**Date:** 20/04/2017

**Day:** Thursday

**Subject Code:** PA04EMSW15/02

**Time:** 02:00pm to 05:00pm

**Total Marks:** 70

**SECTION-A**

**Q. 1 Multiple Choice based Questions**

**(10)**

**1. Which one of the following is an indicator of poverty in India?**

- (A) Income level (B) Illiteracy level (C) Employment level (D) All of these

**2. Bhoodan Movement was started by Acharya Vinoba Bhave in the Year \_\_\_\_\_.**

- (A) 1951 (B) 1952 (C) 1953 (D) 1954

**3. \_\_\_\_\_ Committee recommended a three tier system of Panchayati Raj.**

- (A) Balwantray Mehta (B) Ashok Mehta (C) G.V.K. Rao (D) None of These

**4. Removal of poverty was stated as the dominant objective in which of the following Five Year Plan in India?**

- (A) Third Five Year Plan (B) Fourth Five Year Plan  
(C) Fifth Five Year Plan (D) Sixth Five Year Plan

**5. Which of the following is not true regarding a Gram Panchayat?**

- (A) It is constituted in every village with a population over 500  
(B) Its decision in petty criminal cases cannot be appealed in any court of law  
(C) It consists of all the adult citizen of the village  
(D) Its decision are taken by a majority vote

**6. Which of the following is not the Characteristic of Urban Community?**

- (A) Formation of Association (B) Mechanical Life  
(C) Fashion (D) Conservation

**7. Which of the following is not one of the features of urban community?**

- (A) Face to face relationships (B) Complex life  
(C) Materialistic (D) Glamour in life

**8. Urbanization is best defined as \_\_\_\_\_.**

- (A) People moving from rural areas to urban areas  
(B) The growth in the population of urban areas as a result of several factors  
(C) The increase in the proportion of people living in urban areas  
(D) People moving from urban areas to rural areas

9. Largest component of internal migration in India is\_\_\_\_\_.

- (A) Rural Urban Migration (B) Urban Rural Migration  
(C) Marriage Migration (D) Rural Migration

10. The Primary Objective of the Bhoodan Movement was\_\_\_\_\_.

- A. The no man should own land more than his own needs  
B. That every man in need of land should own some land  
C. That there should be equal distribution of land  
D. All of These

Q.2 Define the Terms (Any Five)

(10)

1. Education
2. Caste
3. Urbanization
4. Rural Development
5. Health
6. Gram Sabha
7. Housing

Q.3 Write Short-notes (Any Five)

(20)

1. Rural Development in India
2. Urban Community
3. Joint Family
4. Health
5. Marthadam Project
6. Barriers to urban community development in India
7. Poverty

### SECTION-B

Q.4 Write Long Questions (Any Two)

(30)

1. Explain the Programmes & Schemes of Rural Development under the Five Years Plan.
2. Discuss the Various Consequences of Rapid Urbanization
3. Explain the Urban Community Development Projects in details.
4. Explain the Panchayati Raj Institution in detail.

X=X=X

(2)

Seat No.: \_\_\_\_\_

No. of printed pages: 2

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**SARDAR PATEL UNIVERSITY**  
**MSW- IV semester - April 2017**

Day: Saturday  
Date: 15/04/2017

Time: 2:00 P.M. to 5:00 P.M.  
Session: Evening

**Subject Title: International Social Work**

**Code: PA04EMSW16**

**Total marks: 70**

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**SECTION-A**

**Q-1 Multiple choice question (Attempt all) (10)**

1. IFSW Stands for  
a) Indian Forum of Social Work      b) International Federation of Social Work  
c) International Federation of Social Welfare      d) Indian Federation of Social Work
2. Social work profession began in Amsterdam in \_\_\_\_\_.  
a) 1905      b) 1899      c) 1921      d) 1960
3. Followings is/are need of professional social work.  
a) To accept Individual dignity      b) To provide social assistance and security  
c) To achieve social goals in professional manner      d) All of above
4. India is getting a global recognition and slowly moving towards to become a major economic and political strength.  
a) TRUE      b) FALSE
5. According to \_\_\_\_\_, 1995 "Social Development is equality of social opportunities"  
a) M.S.Gore      b) Bilance      c) Amartya Sen      d) None
6. The Locality Development model is given by \_\_\_\_\_.  
a) Midgley      b) Rothman      c) C. Louise      d) Davies
7. In NASW, A stands for \_\_\_\_\_.  
a) Assistance      b) Associates      c) Association      d) Advocacy
8. "Agrarian life has converted to Mechanical life" is the feature of \_\_\_\_\_ society.  
a) Post modern      b) Traditional      c) Both (a) & (b)      d) None
9. United Nations International Children \_\_\_\_\_ Fund  
a) Economic      b) Employment      c) Emergency      d) Education
10. Development of means of Transportation and Communication is the result of \_\_\_\_\_ changes in societies.  
a) Technological      b) Political      c) Economical      d) None.

**Q-2 Define the term (ANY FIVE)**

**(10)**

- a) Globalization
- b) Welfare state
- c) Non-profit organization
- d) Poverty
- e) International Social work
- f) Substance abuse
- g) Societal needs

**Q-3 Answer in brief (ANY FIVE)**

**(20)**

- a) Social development
- b) Societal needs and social responses
- c) Social work traditions across cultures
- d) Impact of social change on society
- e) Social work and substance abuse
- f) Social work advocacy at the United Nations
- g) International Council on Social Welfare

**SECTION – B**

**Q-4 Answer the Following (ANY TWO)**

**(30)**

- a) Narrate Impact of globalization on society.
- b) Discuss Emerging concerns in :
  - Social work and AIDS
  - Social work and Poverty
- c) Role of UN system in promotion of social work and social welfare.
- d) Elaborate various features of Social and Economic development.



SEAT No. \_\_\_\_\_

No. of Printed Pages : 2

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# Sardar Patel University

MSW IV Semester Examination

Date: - 20/04/2017

Day: -Thursday

Time: - 02:00 PM to 04:00 PM

(Soft-Skill)

Session: -Evening

Course Title: -Critical Thinking and Problem Solving

Subject Code: - PA04SMSW01

Total Marks: - 35

Note: - 1. Attempt All the Questions.

2. Figures to the Right Indicate Full Marks

Q1. Answer the Questions Using Appropriate Answer from Giving Options. 10

1. .... Is an Aggression of a number of things above self
  - A. Self-Discipline
  - B. Self-Motivation
  - C. Self-Disclosure
  - D. Self-Concept
2. .... Skill that one needs to communicates with oneself
  - A. Social
  - B. Interpersonal
  - C. Non verbal
  - D. Intrapersonal
3. Kinesics is movement of any part of ....
  - A. Body
  - B. Organization
  - C. Institute
  - D. Mind
4. Perception includes..... Senses
  - A. 3
  - B. 4
  - C. 5
  - D. 6
5. Perception is our
  - A. Sensory experiences
  - B. Learning
  - C. Personality
  - D. Thinking
6. Personal Skill Includes.....
  - A. Punctuality
  - B. Improve in Critical Thinking
  - C. Defining the Problems
  - D. None of this

7. A skill is characterized by.....
  - A. Critical Thinking
  - B. Mental Aptitude
  - C. Problems Solving
  - D. All of the Above
8. .... Getting out of your comfort zone.
  - A. Decision Making
  - B. Conflict Management
  - C. Risk Taking
  - D. Time Management
9. Nonverbal skill Consist of .....
  - A. Speaking
  - B. Listening
  - C. Reading
  - D. Eye Contact
10. Which of the following is not killer of teamwork
  - A. Gossip
  - B. Jealousy
  - C. Laziness
  - D. Unity

Q2. What is time Management? Elaborate keys to time management? 10

Or

Q2. What is the problems solving and explain problems solving process?

Q3. Writes Short Notes (Any Two) 15

1. Body language and Eye concoct
2. Communication
3. Team work
4. Personality

\*\*\*\*\*Best of Luck\*\*\*\*\*