

MASTER OF SOCIAL WORK
FIRST SEMESTER
DEVELOPMENT COMMUNICATION & PROFESSIONAL SKILLS FOR SOCIAL WORK
MSW – 105

Duration: 3 Hrs.

Marks: 70

Part : A (Objective) = 20

Part : B (Descriptive) = 50

[PART-B : Descriptive]

Duration: 2 Hrs. 40 Mins.

Marks: 50

[Answer question no. One (1) & any four (4) from the rest]

1. What is Encoding and Decoding in the process of Communication? 4+6=10
Discuss about the barriers in effective communication .
2. What is Personality? Discuss about the Determinants of Personality. 4+6=10
3. What are the differences between Influence and Power? Discuss about the sources of Power. 3+7=10
4. Critically examine Jung's Psychological Functions. 10
5. Define "Effective" and "Efficient" communication. Discuss about the significance of communication. 5+5=10
6. What is Leadership? Discuss about the types of Influence Pattern. 4+6=10
7. What is Time Management? Discuss about the techniques for better time management. 4+6=10
8. Mass Media is playing a pivotal role in the process of Development .Explain. 10

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[PART-A : Objective]

Choose the correct answer from the following :

1×20=20

1. Which of the following is not considered as a leadership style?
 - a. Task oriented leadership style.
 - b. Society oriented leadership style.
 - c. Employee oriented leadership style.
 - d. Autocratic leadership style.
2. Which of the following kind of stress is faced by an individual when an individual realizes unlikable results from his interaction with the environment?
 - a. Anticipatory stress
 - b. Positive stress
 - c. Negative stress
 - d. None of these
3. The exhaustion by an individual due to continuous exposure to a stress causing situation is normally known as
 - a. Fatigue
 - b. Monotony
 - c. Burn out
 - d. Tiredness
4. Effective leadership behavior is a result of the following variable
 - a. Structure
 - b. Consideration
 - c. Environment
 - d. All of these
5. Which of the following is a characteristic of autocratic leader
 - a. Strict
 - b. Incompetent
 - c. Benevolent
 - d. Free- rein
6. Behavioural factors consists
 - a. Personal Attitude
 - b. Behaviour patterns and work habit
 - c. Physical Fitness
 - d. None of the above
7. Environment is synonymous with
 - a. Task
 - b. Relation
 - c. People
 - d. Situational Variable
8. Communication in an organisation
 - a. has no effect on the individual in the organization
 - b. acts as behaviour initiating stimuli
 - c. prevent effective action in organisation
 - d. All of the above
9. A leader who possess special and unique skill and experience is said to have
 - a. Monopoly power
 - b. Coercive power
 - c. Autocratic power
 - d. Dominant power
10. It is a desire to maximize one's potential and to become what one is capable of becoming. This refers to
 - a. Self esteem needs
 - b. Self actualization needs
 - c. Physiological needs
 - d. Security needs
11. Motivation is a branch of
 - a. Planning
 - b. Organizing
 - c. Controlling
 - d. Staffing
12. What are the factors of "Span of control"
 - a. Leadership
 - b. Nature of work
 - c. Time period of Manager
 - d. All of the above
13. According to Maslow's Need Hierarchy Theory, the low level needs are
 - a. Physiological
 - b. Security
 - c. Self esteem
 - d. All of the above

UNIVERSITY OF SCIENCE & TECHNOLOGY, MEGHALAYA



[PART (A) : OBJECTIVE]

Duration : 20 Minutes

Serial no. of the main Answer sheet

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Course :

Semester : Roll No :

Enrollment No : Course code :

Course Title :

Session : 2017-18 Date :

Instructions / Guidelines

- The paper contains twenty (20) / ten (10) questions.
- Students shall tick (✓) the correct answer.
- No marks shall be given for overwrite / erasing.
- Students have to submit the Objective Part (Part-A) to the invigilator just after completion of the allotted time from the starting of examination.

Full Marks	Marks Obtained
20	

14. Which of the following is an external dimension of a leader
 - a. Task
 - b. Relation
 - c. Style
 - d. Attitude
15. Feeling arising out of inadequate definition of roles is known as
 - a. Role ambiguity
 - b. Role conflict
 - c. Role perception
 - d. Role expectation
16. Role playing is the part of
 - a. Behaviour modelling
 - b. Transfer of training
 - c. Social reinforcement
 - d. All of these
17. The amount of satisfaction an individual anticipates from a particular outcome is known as
 - a. Theory Y
 - b. Theory X
 - c. Valence
 - d. Reward
18. Structure variable is synonymous with
 - a. Task
 - b. Relation
 - c. Style
 - d. Attitude
19. Likert believed the following type of leaders to be more effective
 - a. Job- centered
 - b. Production oriented
 - c. Task oriented
 - d. People oriented
20. According to Masie, e-learning is about
 - a. Computers and computing
 - b. Electronic
 - c. Experience
 - d. None of the above

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Scrutinizer's Signature

Examiner's Signature

Invigilator's Signature