

**PARUL UNIVERSITY**  
**FACULTY OF SOCIAL WORK**  
**BSW, Winter 2018-19 Examination**

**Semester: 3**  
**Subject Code: 10101201**  
**Subject Name: Social Case Work - II**

**Date: 22/10/2018**  
**Time: 10:30 am to 1:00 pm**  
**Total Marks: 60**

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**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 A) True or False (Each of one mark) (10)**

1. Super ego is the balancing force between the id and ego.
2. Unconditional acceptance is an important aspect for successful helping interviews.
3. Emotions could never be the barrier of communication.
4. Traditional authority is based on the belief in the rightness of customs and traditions.
5. Social Case Work is not a direct method of Social work.
6. Topical shift means the interviewer purposefully changes the topics that are unproductive.
7. One of the roles of Social worker is that of an advocate or broker.
8. Feedback does not hold much importance in the Communication process.
9. Regression is one of the defense mechanism.
10. The sender decodes the message in the communication process.

**Q.1 B) List any 5 aspects useful for successful helping interviews. (05)**

**Q.2 A) Answer in one sentence. (Each of one mark) (10)**

1. What is terminal Stage of Interview?
2. Personality and its functioning are understood by psycho-analysts using which two types of concepts?
3. List the components of communication process.
4. Mention general skills of effective case work.
5. What is Compensation?
6. What is Encouragement technique in Social Case Work?
7. Mention any two impediments to Relationship in Social Case work.
8. What is decoding in communication?
9. What is 'Resource Utilization' technique which is used in the middle phase of the Interview?
10. What are barriers of communication? Give 2 examples.

**Q.2 B) Define the following terms. (05)**

1. Universalisation – Interviewing technique
2. Oral Stage of Development

**Q.3 A) Mention at least 5 interviewing techniques of Social case work in detail. (10)**

**OR**

**Q.3 A) Explain all the main components of Communication in detail with diagram. (10)**

**Q.3 B) What are the common mistakes indulged by the interviewer? (05)**

**Q.4 A) Mention in detail the different Stages of development as stated by Erikson (1950). (10)**

**Q.4 B) List any 5 principles in establishing Relationship and explain in brief about each. (05)**

**OR**

**Q.4 B) Mention at least 5 principles of Social case work and write in brief about each. (05)**