

**PARUL UNIVERSITY**  
**FACULTY OF SOCIAL WORK**  
**MSW / HRM Summer 2018-19 Examination**

**Semester: 2****Date: 27/04/2019****Subject Code: 10293151****Time: 10:30am To 01:00pm****Subject Name: Soft Skills-II****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) Multiple choice questions. (Each of one marks) (10)**

1. a) A. People can get infected by handling reptiles and then touching their mouths or an open cut  
b) At first, they look the perfect pets: exotic, quiet and tidy.  
c) A study estimates that in 1995, there were as many as 6,700 reptile-caused salmonella infections.  
d) But lizards and other pets can harbour a salmonella bacterium that makes people sick.  
a) BCAD                      b) BCDA                      c) ACDB                      d) BDCA
2. An interview, candidates are being asked about relevant past experiences, known as  
a) situational interview  
b) stress interview  
c) behavioral test  
d) job related interview
3. \_\_\_\_\_ Context refers to the relationship between sender and receiver.  
a) social  
b) physical  
c) cultural  
d) chronological
4. A cultural event is the same as office.  
a) True  
b) False
5. What is the dress code for a normal cultural event?  
a) Formal wear  
b) Party wear  
c) Home wear  
d) Beach wear
6. Which of these is not considered for a debate?  
a) Availability of information  
b) Fluency in language  
c) Body language  
d) Volume of the speaker
7. Which of these debates is on-spot?  
a) Extempore  
b) In advance  
c) Written  
d) Personal

8. Which of these do not deal with precise information?
  - a) Engineer
  - b) Scientist
  - c) Technician
  - d) Fiction writer
9. In an office, an employee communicates horizontally with his \_\_\_\_\_
  - a) superiors
  - b) subordinates
  - c) colleagues
  - d) assistant
10. Which of these has maximum reach?
  - a) Writing
  - b) Listening
  - c) Speaking
  - d) Talking

B) Write a short note on Debate and extempore. **(05)**

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

1. Define communication.
2. Define interview.
3. What is decision making?
4. List types of interviews.
5. What is one to one interview?
6. What is verbal communication?
7. Write full form of STAR
8. What is stress interview?
9. Define non verbal communication.
10. What is behavior based interview?

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

1. What is body language? How you will identify the negative body language?
2. Any five typical interview questions.

**Q .3A)** Write a detailed note on Decision making and steps included in the process of decision making. **(10)**

**OR**

A) Explain the process of formal interview. What are the techniques and tips required for candidates to learn at the time of appearing in interview?

B) Discuss the ways to develop interpersonal skills. **(05)**

**Q .4A)** Explain key concepts of problem solving skills and keys to resolve the problems. **(10)**

B) Discuss the tips of before the interview and during the interview. **(05)**

**OR**

B) What is stress interview? Explain key points of how to handle stress interview.