SEAT No._____

[1 ᒍA 2] **SARDAR PATEL UNIVERSITY**

VALLABH VIDYANAGAR – 388 120

B.B. A ITM (Honours) (ITM) (4 YEARS) Semester-VII EXAMINATION

THURSDAY, NOVEMBER 30, 2017

UM07EBBI05 INTERPERSONAL RELATIONS

TIME: 10.00 A.M. TO 12.00 P.M.   TOTAL MARKS: 60

Note: Figures to the right indicate marks.

Draw diagrams and cite examples wherever necessary.

Q.1	Explain the concept of Transactional Analysis and Discuss the Benefits and Uses of Transactional Analysis.	(15)
	OR	
Q.1	Write a note on: (a) Ego Status (b) Stroking	(15)
Q.2	Elucidate the meaning of Counseling and Discuss the functions of Counseling.	(15)
	OR	
Q.2	Write a Short Note on: (a) Types of Counseling and (b) Need for Counseling.	(15)
Q.3	Explicate the concept of Team and Discuss the difference between Group and Team.	(15)
	OR	
Q.3	Explain the Types of Teams and the Characteristics of an Effective Team..	(15)
Q.4	Write a note on: (a) Work-Life Balance and (b) Techniques for improving Quality of Work Life.	(15)
	OR	
Q.4	Explain the Concept of Quality of Work Life. How to measure Quality Work Life.	(15)

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