

BACHELOR OF SOCIAL WORK
Second Semester
Working with Individuals
(BSW- 07)

Duration: 3Hrs.

Full Marks: 70

(PART-B: Descriptive)

Duration: 2 hrs. 40 mins.

Marks: 50

1. Answer the following question (any five)

2x5=10

- a) What is social casework?
- b) What is the role of a caseworker while working with individuals?
- c) What is Intake?
- d) What is the role of a caseworker in a hospital setting?
- e) Your understanding on social caseworker as a broker.
- f) Your understanding on verbal communication.
- g) What is communication?

2. Answer the following question (any four)

4x5=20

- a) Historical development of social casework.
- b) Principles of social casework.
- c) Process of Intervention while working with individuals.
- d) Write on Interview process.
- e) Importance of Home visit.
- f) Verbal and non-verbal communication.

3. Answer the following question (any four)

4x5=20

- a) What do you understand by the person and problem?
- b) What is recording and purpose of recordings?
- c) What are the values of social casework?
- d) What is case study?
- e) Write on crisis intervention model.
- f) Principles and content of recording.
- g) What is problem solving process?

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(The figures in the margin indicate full marks for the questions)

Duration: 20 minutes

Marks – 20

PART A- Objective Type

Choose the right answer

1x20=20

1. Individualization is one of the values of social case work. True/False
2. Active Listing is an important part of communication. True/False
3. Coding and decoding is a part of Intake/Interview/Communication
4. Process of Intervention first involves Intake/Observation/Home visit
5. Body language is a non-verbal communication. True/False
6. Problem Solving Process was developed by Sigmund Freud/ Erik Erikson/Helen H. Perlman
7. Middle Phase comes after Termination/ Intake/Follow up
8. Recording is important for working with Individuals because it helps us to advertise. True/False
9. The Elizabethan Poor Law was passed in the year 1501/1601/1801
10. Written records are important part of Verbal Communication/ Non verbal communication
11. Choose the right option
 - a) Social worker is a Broker and Enabler
 - b) Social worker is a Developer and Entrepreneur
12. Problem Solving Process Involves the following sequence
 - a) The Person, the problem, the place, the process
 - b) The person, the process, the problem, the place
 - c) The person, the place, the problem, the process
 - d) The person, the problem, the process, the place

13. "I am happy with you...no I am not."

The above statement is an example of

- i) Contradictory Message
- ii) Incongruent Message
- iii) Double-level message
- iv) Feedback

14. "Social Casework: A Problem Solving Process" was written by

- i) Mary Richmond
- ii) Helen Harris Perlman
- iii) Sanjay Bhattacharya

15. Crisis Intervention Model is good for counselling people who are

- a) Poor
- b) Suffering from mental illness
- c) Gone through a trauma

16. One of the principles of recording is

- a) It should be made public
- b) It should be confidential
- c) To improve worker's writing skills

17. Termination phase includes

- i) Prepare the client for ending the purposeful relationship
- ii) Make a home visit
- iii) Record the event

18. Observation is

- i) Looking at something
- ii) Admiring
- iii) Technique of noting down things concerning the individual

19. Self-determination involves having clients make decisions- that is, making a choice selected from several courses of action. **True/False**

20. One of the goals of Social work is to enhance the problem solving, coping and developmental capacities of people. **True/False**
