

Question Paper

Exam Date & Time: 28-Jun-2022 (10:00 AM - 01:00 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

SECOND SEMESTER B.Sc. HEALTH INFORMATION MANAGEMENT DEGREE EXAMINATION - JUNE/JULY 2022
SUBJECT: HIM1202 - COMMUNICATION SKILLS
(2020 SCHEME)

Answer ALL questions.

Marks: 100

Duration: 180 mins.

1. Write an essay (on ANY ONE of the following) in about 500-600 words:

- 1A) Should plastic be banned? (20)
- 1B) Is reading a dead habit? Elaborate. (20)

2) Read the following passage and answer the questions. (20)

Ocean water plays an indispensable role in supporting life. The great ocean basins hold about 300 million cubic miles of water. From this vast amount, about 80,000 cubic miles of water are sucked into the atmosphere each year by evaporation and returned by precipitation and drainage to the ocean. More than 24,000 cubic miles of rain descend annually upon the continents. This vast amount is required to replenish the lakes and streams, springs and water tables on which all flora and fauna are dependent. Thus, the hydrosphere permits organic existence.

The hydrosphere has strange characteristics because water has properties unlike those of any other liquid. One anomaly is that water upon freezing expands by about 9 percent, whereas most liquids contract on cooling. For this reason, ice floats on water bodies instead of sinking to the bottom. If the ice sank, the hydrosphere would soon to be frozen solidly, except for a thin layer of surface melt water during summer season. Thus, all aquatic life would be destroyed and the interchange of warm and cold currents, which moderate climate, would be notably absent.

Another outstanding characteristic of water is that water has a heat capacity which is the highest of all liquids and solids except ammonia. This characteristic enables the oceans to absorb and store vast quantities of heat, thereby often preventing climatic extremes. In addition, water dissolves more substances than any other liquid. It is this characteristic which helps make oceans a great storehouse for minerals which have been washed down from the continents. In several areas of the world these minerals are being commercially exploited. Solar evaporation of salt is widely practiced, potash is extracted from the Dead Sea, and magnesium is produced from sea water along the American Gulf Coast.

Questions:

- What does the word 'descend' here mean?
- How much of water evaporates each year?
- From the first paragraph, we can infer that _____.
- What is the unique feature of water as against other liquids according to the second paragraph?
- What happens if the ice sink?

- vi) How does ocean prevent climatic extremes?
- vii) Why do you think the minerals are exploited commercially?
- viii) What could be the consequence of the minerals being extracted from the ocean?
- ix) According to the passage, fish can survive in the ocean because _____.
- x) Other liquids also have the same properties like water. State whether true or false.

- 3) Explain the process of communication. (10)
- 4) How important is reading for personal growth? Explain the reading process and methods. (10)

5. Unfortunately, despite having so many benefits, newspaper reading is becoming a dying habit. As people are getting instant updates on their mobile phones and computer systems, they barely read the newspaper. Moreover, electronic gadgets are more convenient for them so they don't bother to pick up the newspaper.

Moreover, we see that everything has become very convenient and instant now. You can learn about what is happening in the other part of the world as it is taking place. People do not wait for newspapers anymore, as they feel it only states what they have already been informed about. In addition, they do not wait for the next day to read the newspaper about current affairs, as they get it instantly thanks to the internet.

Most importantly, people are themselves running out of the habit of reading itself. Everything has become so visual now that no one bothers to read newspapers, books, novels or more. The internet has made it worse as now there is a video for everything. People won't mind watching a five-minute video, but will however not prefer to read a five-minute-long article.

It just shows how we're becoming so inactive and lazy. Everyone just needs things to be served on a platter. Therefore, we must not let this become a dying habit as newspapers are very reliable sources of news. In the absence of these, there will be hardly anyone left to verify the data and information we're being fed. (No of words in this passage- 244)

- 5A) Draft a resume/cv highlighting your details so as to seek employment. (5)
- 5B) Write a letter of application seeking a position in an organisation of your choice. (5)
- 5C) Write a paragraph on "Importance of communication skills". (5)
- 5D) How is active listening better than passive listening? (5)
- 5E) Write a short on Gestures. (5)
- 5F) Write a precis for the above passage. Please note: Precis needs to be one third of the original passage. (5)

6. Read the following passage and answer the questions.

Early Native American groups lived in different cultural regions. Their environments had different resources. Each group specialized in making particular products or developing certain skills, based on their resources. As they perfected their techniques, something exciting began to happen. For the first time in their tribes' history, they had a surplus of materials. They had enough to meet their own needs with some left over. The conditions were perfect for an economy to develop. In an economy, goods, services and often money are organized into a system to manage those resources. Native American groups began to work with each other to simplify their work and share items they wanted or needed. They began to barter as they began to interact with each other. Bartering is trading goods or services directly for other goods or services rather than using any form of money. Having the ability to barter with other tribes meant that it was easier on all the groups. No one group had to work as hard to make or find everything they needed for survival. Native American tribes would often travel long distances for the opportunity to trade with each other. In between trading times, they would gather or create surplus products. They set things aside especially for the purpose of bartering with other tribes at their trade meetings. An additional benefit of trading between cultural regions was the ability to enjoy products that were impossible to make with the resources in the tribe's home territory. Tribal members of the Desert Southwest region wanted tools fashioned from whalebone. There is no whalebone available in the desert. However, they could get it from the tribes of the Pacific Northwest region, who had access to resources found on the beach or in the sea. Some people still use bartering today to get the something they need or want. For example, you might offer to do the dishes for your brother if he will take you to the movies. Especially in tough economic times, people return to this age-old way of getting things that they need. We will probably always have some form of money, but we don't always have to use it.

Questions:

- 6A) What is the purpose of the passage? (2)
- 6B) What was one advantage to bartering for the Native Americans? (2)
- 6C) What is the word in the first paragraph that is close to the meaning "more"? (2)
- 6D) According to the passage, is bartering relevant today? (2)
- 6E) What according to the passage is an economy? (2)

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Question Paper

Exam Date & Time: 30-Jun-2022 (10:00 AM - 01:00 PM)



MANIPAL ACADEMY OF HIGHER EDUCATION

SECOND SEMESTER B.Sc. HEALTH INFORMATION MANAGEMENT DEGREE EXAMINATION - JUNE/JULY 2022
SUBJECT: HIM1203 - PRINCIPLES OF MANAGEMENT
(2020 SCHEME)

Answer ALL questions.

Marks: 100

Duration: 180 mins.

1. Answer the following questions:

- 1A) What is Management? What are its basic functions? Examine why Management has become a more scientific discipline with certain standardized principles and practices. (20)
(3+5+12 = 20 marks)
- 1B) Define 'planning'. Why is planning important in a healthcare set-up? Explain in detail the steps involved in planning. List the limitations of planning. (20)
(2+5+8+5 = 20 marks)
- 2A) Outline the principles of Organizing. What are the two types of organization? Identify their merits and demerits. (10)
(6+2+2 = 10 marks)
- 2B) List the importance of Staffing. Outline the types of recruitment. Illustrate the steps in selection process. (10)
(2+3+5 = 10 marks)
- 3A) Sketch the levels of Management. Interpret Robert Katz's three skill approach theory. (5)
(1+4 = 5 marks)
- 3B) Summarize Maslow's Need Hierarchy theory. (5)
- 3C) What is decision making? Explain the steps in Rational decision making. (5)
(2+3 = 5 marks)
- 3D) What is interdependence? What are its types? What is the relation between co-ordination and interdependence? (5)
(1+3+1 = 5 marks)
- 3E) Model Mintzberg's Managerial role to explain the roles of a Manager. (5)
- 3F) Illustrate the different types of communication networks. (5)
- 4A) List the nature and importance of planning. (2)
(1+1 = 2 marks)
- 4B) Name the three levels of semiotic rules. (2)
- 4C) Who is the Father of Bureaucracy? List out its limitations. (2)
(1+1 = 2 marks)
- 4D) What is Controlling? What are the three types of controlling? (2)
(1+1 = 2 marks)
- 4E) How can one ensure compliance on order given? (2)

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