

# Question Paper

Exam Date & Time: 20-May-2024 (10:00 AM - 01:00 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

**SECOND SEMESTER B.Sc. (HEALTH INFORMATION MANAGEMENT) DEGREE EXAMINATION - MAY/JUNE 2024**  
**SUBJECT: HIM1202- COMMUNICATION SKILLS**  
**(2020 SCHEME)**

**Marks: 100**

**Duration: 180 mins.**

**Answer all the questions.**

1) **Read the following passage and answer the questions that follow in a sentence each:** (20)

Concussions are brain injuries that occur when a person receives a blow to the head, face, or neck. Although most people who suffer a concussion experience initial bout of dizziness, nausea, and drowsiness, these symptoms often disappear after a few days. The long-term effects of concussions, however, are less understood and far more severe. Recent studies suggest that people who suffer multiple concussions are at a significant risk for developing chronic traumatic encephalopathy (CTE), a degenerative brain disorder that causes a variety of dangerous mental and emotional problems to arise weeks, months, or even years after the initial injury. These psychological problems can include depression, anxiety, memory loss, inability to concentrate, and aggression. In extreme cases, people suffering from CTE have even committed suicide or homicide. The majority of people who develop these issues are athletes who participate in popular high-impact sports, especially football. Although both new sports regulations and improvements in helmet technology can help protect players, the sports media and fans alike bear some of the responsibility for reducing the incidence of these devastating injuries.

Improvements in diagnostic technology have provided substantial evidence to link severe-and often fatal-psychological disorders to the head injuries players receive while on the field. Recent autopsies performed on the brains of football players who have committed suicide have shown advanced cases of CTE in every single victim.

In response to the growing understanding of this danger, the National Football League (NFL) has revised its safety regulations. Players who have suffered a head injury on the field must undergo a "concussion sideline assessment"-a series of mental and physical fitness tests-before being allowed back in the game. In an effort to diminish the amount of head and neck injuries on the field, NFL officials have begun enforcing stricter penalty calls for helmet-to-helmet contact, leading with the head, and hitting a defenseless player. Furthermore, as of 2010, if a player's helmet is accidentally wrenched from his head during play, the ball is immediately whistled dead. There is hope that these new regulations, coupled with advances in helmet design, will reduce the number of concussions player endure, and thus curb the number of CTE cases.

Efforts by the NFL and other professional sports leagues are certainly laudable; indeed, we should commend every attempt to protect the mental and physical health of players. However, new regulations at the professional level cannot protect amateur players, especially young people. Fatal cases of CTE have been reported in victims as young as 21. With appropriate equipment and form, tackling need not be dangerous. Proper tackling form-using the arms and shoulders to aim for a player's midsection rather than leading with the top of the head-should be taught at an early age. Youth, high school, and college leagues should also adopt safety rules even more stringent than the NFL's. Furthermore, at an early age, athletes should be educated about the serious dangers of head injuries.

Perhaps the most important factor in reducing the number of traumatic brain injuries, however, lies not with the players, the coaches, or the administrators, but with the media and fans. Sports media producers have become accustomed to showcasing the most aggressive tackles and the most

intense plays. NFL broadcasts often replay especially violent collisions, while the commentators marvel at the physical prowess of the players involved. Some sports programs even feature weekly countdowns of the hardest hits. When the media exalts such hazardous behavior, professionals are rewarded for injuring each other on the field, and amateurs become more likely to try to imitate their favorite NFL athletes. Announcers, commentators, television producers, and sportswriters should engage in a collective effort to cease glorifying brutal plays. In turn, fans should stop expecting their favorite players to put their lives on the line for the purposes of entertainment. Players must stop being encouraged to trade their careers, health, happiness, and their lives for the sake of a game.

- a) Quote a title that best expresses the main idea of this text?
- b) What is the author's main purpose in writing this text?
- c) What inference do you draw from the second paragraph?
- d) In paragraph 3, the author claims, "young athletes should be educated about the dangers of head injuries at an early age". What does the author imply?
- e) What is the author's main purpose in the final paragraph?
- f) "Efforts by the NFL and other professional sports leagues are certainly laudable; we should commend every attempt to protect the mental and physical health of players."  
What does the word 'laudable' mean in the given context?
- g) State one factor that contributes to the incidence of CTE in amateur players
- h) According to the passage why does media use phrases such as aggressive tackles," "most intense plays," "violent collisions," "hardest hits," "dangerous behavior," and "brutal plays"?
- i) Give a synonym that best defines the word "wrenched" as used in the third paragraph?
- j) Provide an antonym to the word "stringent" used in the fourth paragraph?

- 2) Write a letter of Application with resume to apply for the post of 'Health Information Manager' in a reputed hospital in India (20)

### Short Essay

- 3) Write an essay on "People have become overly dependent on technology" in about 500-600 words. (10)
- 4) Write a letter of complaint to the branch manager of your bank about wrongful dishonour of a cheque drawn on your account in spite of sufficient balance and proper form of the cheque. Make a claim for damages for the loss of your reputation. (10)

### 5) Short Answers:

- 5A) What are Barriers to Communication? Name some important barriers. (5)
- 5B) What are the important types of listening? (5)
- 5C) What are the guidelines to write a good essay? (5)
- 5D) Explain in brief seven C's of communication? (5)
- 5E) How are communication skills interlinked with efficient functioning of an organisation? Discuss (5)
- 5F) Distinguish between verbal and non-verbal communication in presentation. (5)

### 6) Short Notes:

- 6A) Interpersonal Communication (2)
- 6B) PowerPoint Presentation (2)
- 6C) Empathetic listening (2)
- 6D) Skimming (2)
- 6E) Gestures (2)

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# Question Paper

Exam Date & Time: 22-May-2024 (10:00 AM - 01:00 PM)



## MANIPAL ACADEMY OF HIGHER EDUCATION

SECOND SEMESTER B.Sc. HIM DEGREE EXAMINATION - MAY/JUNE 2024  
SUBJECT: HIM1203 - PRINCIPLES OF MANAGEMENT  
(2020 SCHEME)

Marks: 100

Duration: 180 mins.

Answer all the questions.

Essays:

- 1) List out and explain the various communication networks. What are the rules for effective communication? (20)
- 2) Discuss in detail the process of manpower planning. What is its importance? (20)

Long Answer:

- 3) Infer the various principles of organization. What are the various types of organizations? (10)
- 4) Explain the process of decision-making. Why is it considered as a prime responsibility for a manager? (10)

5. Short Answers:

- 5A) Summarize and explain the roles of a manager. (5)
- 5B) Classify the difference between strategic and tactical planning. (5)
- 5C) Explain the principle 'Unity of Command'. (5)
- 5D) Differentiate between coordination and cooperation. (5)
- 5E) Explain the behavioral approach theory. (5)
- 5F) Briefly explain the modern approaches of management. (5)

6. Write short note:

- 6A) Difference between a manager and a leader. (2)
- 6B) List out various types of planning for an organization. (2)
- 6C) List out the common barriers to communication. (2)
- 6D) Define the need assessment in recruitment process. (2)
- 6E) What is feedback control? (2)

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