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PG Semester-I Examination, 2021
MASTER OF HOSPITAL ADMINISTRATION
PAPER: MHA 102
(ENGLISH LANGUAGE AND COMMUNICATION)

Full Marks: 40

Time: 2 Hours

Answer any FOUR questions of the following:

4X10=40

1. Analyze any three theories of communication. What are their impacts in communication process? 10
2. What is non-verbal communication? Illustrate the importance of non-verbal communication in daily lives. 3+7
3. Mention the difference between oral and written communication. Define presentational facial expressions and micro-facial expression? 6+4
4. Explain grapevine communication? Comment on the various models of grapevine communication. 3+7
5. Mention the importance of Seven C's of Communication in empowering the communication process. 10
6. Comment on the barriers of communication. Can these barriers be properly evaluated? 7+3
7. What are the objectives of group discussion? Illustrate the difference between debate and group discussion. 5+5
8. Write a letter to the general manager of a pharmaceutical company addressing him to deliver a shipment of emergency medical supplies to your medical institute. You are the chief administrative executive of your institute. 10
9. Write a notice regarding organizing Covid-19 awareness camp in your locality. 10
10. Write a report concerning the spread of Covid-19 among the health workers working in your local medical institute. Imagine you are the manager of that institute. 10