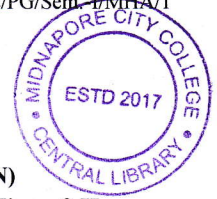


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M.H.A Semester-I Examination, 2022
MASTERS IN HOSPITAL ADMINISTRATION
PAPER: MHA 102
(ENGLISH LANGUAGE AND COMMUNICATION)



Full Marks: 40

Time: 2 Hours

GROUP-A

Answer any FOUR of the following questions: 4×2=8

1. Define the term "Public Relations".
2. What do you understand by decoding and encoding?
3. Give two differences between interpersonal and intrapersonal communication.
4. Mention two psychological barriers in communication?
5. What do you mean by the term 'Memos'?
6. What do you mean by Grapevine communication?
7. Give two disadvantages of written communication?
8. What is skimming?

GROUP-B

Answer any FOUR of the following questions: 4×4=16

1. Distinguish between formal and informal communication.
2. Why are cognitive skills and psychological skills important for the formulation of a good speaker?
3. Why position of leader is not fixed in group discussion?
4. Briefly discuss the difference between group discussion and debate.
5. How does body language supplement to verbal communication? Explain.
6. What are the structures of grapevine communication?
7. 'Feedback is the essence of communication'. Explain the statement.
8. Write a notice regarding the publication of a health magazine from your department in your institute.

GROUP-C

Answer any TWO of the following questions: 2×8=16

1. As a manager, write an application to the Secretary of an NGO to conduct a health camp in collaboration with a health institute.
2. Discuss the remedies of barriers to communication.
3. Assume that the head of the department you have received a request for writing a recommendation letter for a former student of yours who intend to pursue his post graduate degree from a university. Your recommendation letter should highlight the student's strength achievements and sustainability of the course he intends to pursue.
4. Write a report on a camping programme conducted by your college.