MBA HOSPITAL AND HEALTH SYSTEM
MANAGEMENT DEGREE EXAMINATION
FIRST YEAR
(for candidates 2011 – 2012 onwards)
PAPER VII – BUSINESS COMMUNICATION
AND COMPUTER APPLICATIONS
Q.P. Code : 432037

Time : 3 hours   Maximum : 100 marks
    (180 Min)

Answer ALL questions in the same order.

I. Elaborate on :

	Pages (Max.)	Time (Max.)	Marks (Max.)
1. Discuss about the various business letters with example.	17	40	20
2. Briefly explain about generation of computers.	17	40	20

II. Write Notes on :

1. What are the results of conducting seminars. Discuss.	4	10	6
2. Write about collection of letters.	4	10	6
3. What are the key factors for discussion groups.	4	10	6
4. Compare complaints and relation letters.	4	10	6
5. Discuss about operating system.	4	10	6
6. Explain the functions in spreadsheet.	4	10	6
7. What are the various networks in data communication.	4	10	6
8. Compare master and transaction file.	4	10	6
9. What are Interpreters. Discuss.	4	10	6
10. How to eliminate virus.	4	10	6

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[LC 0413]   **APRIL 2013**   **Sub. Code: 2037**

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Time : 3 hours   **Maximum : 100 marks**

I. Elaborate on :   **(2x20=40)**

1. Discuss about the various discussion groups in detail.
2. Briefly explain Input and Output devices.

II. Write notes on :   **(10x6=60)**

1. Elaborate on public relation letters. Discuss.

2. Write about contents format evaluation.

3. Differentiate seminars and conferences in detail.

4. What are the needs and functions of business letters.

5. Discuss mail merge functions in Ms-Word.

6. Explain the various graph representation Ms-Excel.

7. What are the various flowchart representation for a system.

8. Compare virus deduction and elimination.

9. What are Operating system. Discuss.

10. Explain the formatting toolbar of Ms-word.

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MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMS
FIRST YEAR
(CANDIDATES ADMITTED 2011-2012)
PAPER VII – BUSINESS COMMUNICATION AND COMPUTER
APPLICATIONS

Q.P. Code: 432037

Time: Three hours   **Maximum: 100 Marks**
Answer All questions
I   Elaborate on: **(2x20 =40)**

1. Explain in detail the various tools and resources of information technology for effective health system management

2. Explain in detail the process of software development   with respect to objectives of hospital management

II. Write Short notes on: **(10 x 6 = 60)**

1. Data storage and retrieval

2. Data analysis by Excel and other softwares

3. Security issues in data storage and maintenance

4. Types of business letters

5. Evaluation of technical reports and oral presentation

6. LAN and WAN and their applications

7. Spreadsheets and Database function

8. Designing of files and report for management of hospital operations

9. Data file types and uses

10. Data representation by charts and statistics

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MBA (HOSPITAL & HEALTH MANAGEMENT) DEGREE EXAMINATION
FIRST YEAR
(2011-2012 Batch onwards)
PAPER VII – BUSINESS COMMUNICATION AND COMPUTER APPLICATIONS

Q.P. Code: 432037

Time: Three hours   **Maximum : 100 Marks**

I. Elaborate on: **(2 x 20 = 40)**

1. Discuss the different types of Business letters with examples.

2. Explain the Program development life cycle.

II. Write notes on: **(10 x 6 = 60)**

1. Characteristics of computer.

2. Differentiate between system software and application software.

3. Detection of Viruses and elimination.

4. Explain the objectives of sales letter.

5. Explain: Internet, Intranet, Extranet.

6. Measures to be taken to conduct conference successfully.

7. What is 'letter of enquiry'? What are the points to be included in a letter of enquiry?

8. Explain the types of Programming Language with its advantages and disadvantages.

9. Compare master and transaction file.

10. Bring out the effects of conducting a seminar.

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