

**PARUL UNIVERSITY**  
**FACULTY OF ARTS**  
**M.Arts Winter 2018 – 19 Examination**

Semester: 3

Subject Code: 15202231

Subject Name: Communication in Paramedical and Pharmacy

Date: 06/12/2018

Time: 10.30 am to 1.00 pm

Total Marks: 60

**Instructions:**

1. All questions are compulsory.
2. Figures to the right indicate full marks.
3. Make suitable assumptions wherever necessary.
4. Start new question on new page.

**Q.1 Do as directed.****(08)****A. Multiple choice type questions. (Each of 0.5 mark)****1. SMS stands for.....**

- |                          |                          |
|--------------------------|--------------------------|
| a. Short Mind Service    | c. Short Message Service |
| b. Share Message Service | d. Share Map Service     |

**2. Communication uses.....**

- |                  |                 |
|------------------|-----------------|
| a. Half language | c. Bi-language  |
| b. Mono language | d. Paralanguage |

**3. Which of the following is the register of language?**

- |           |                 |
|-----------|-----------------|
| a. Formal | c. Email        |
| b. Slang  | d. All of above |

**4. The law and ethics of nursing confirm that patients have.....**

- |                                      |  |
|--------------------------------------|--|
| a. Right to have nurses individually | c. Right to have high quality care and treatment |
| b. Right to have personal care       | d. Right to have gender wise nurse.              |

**5. What is pain?**

- |                           |                 |
|---------------------------|-----------------|
| a. Metaphors of patients' | c. Radiating    |
| b. A natural defense      | d. All of above |

**6. Who can be the nurse in the hospital?**

- |          |                  |
|----------|------------------|
| a. Man   | c. Man and woman |
| b. Woman | d. None of these |

**7. How many types of touch are there in non-verbal communication?**

- |        |          |
|--------|----------|
| a. One | c. Three |
| b. Two | d. Four  |

**8. When none-verbal communication does not appear to match the words being spoken, there is.....**

- |            |                  |
|------------|------------------|
| a. Leakage | c. Movement      |
| b. Silence | d. None of these |

**9. Oncology means.....**

- |                              |                       |
|------------------------------|-----------------------|
| a. The study of heart attack | c. the study of lungs |
| b. The study of cancer       | d. the study of fever |

**10. Unoccupied bed is also known as.....**

- |               |                 |
|---------------|-----------------|
| a. Open bed   | c. fracture bed |
| b. Closed bed | d. blanket bed  |

**11. Integumentary system is associated with.....**

- |         |                     |
|---------|---------------------|
| a. Hair | c. nails            |
| b. Skin | d. all of the above |

**12. Which of the following is one of the soft skills?**

- |                  |                  |
|------------------|------------------|
| a. Leadership    | c. Interpersonal |
| b. Communication | d. All of above  |

**13. Patients often use.....to describe pain.**

- |              |                    |
|--------------|--------------------|
| a. Metonymy  | c. personification |
| b. Metaphors | d. alliteration    |

**14. Which of the following is one of the types of touch?**

- |                      |                   |
|----------------------|-------------------|
| a. Therapeutic touch | c. thematic touch |
| b. Therapy touch     | d. none of these  |

15. Personal space refers to the amount of space between people needed to maintain.....

- a. Inter-personal
- b. Intra-personal
- c. personal
- d. all of above

16. The word 'ophthalmic' is concerned with.....

- a. The nose
- b. The eye
- c. hair
- d. skin

**B. Terms/ Short notes/ Case study/ Charts/ Graphs/ Tables, etc. (Each of 01 mark) (07)**

1. What is code switching?
2. What is nursing?
3. What is communication?
4. Which are the different ways of communicating?
5. What is verbal communication?
6. What does none-verbal communication include?
7. What is metaphorical language?

**Q.2 Answer the following.**

- A. Discuss briefly the challenges to communication. (04)
- B. Discuss the characteristics of none-verbal communication. (04)
- C. Write a brief note on the use of phones in nursing. (04)

**OR**

- C. Discuss briefly Whole Body Movement as one of the components of non-verbal communication. (04)

**Q.3 Answer the following.**

- A. Discuss the verbal communication. (05)
- B. Importance of non-verbal communication. (05)
- C. Write a case history of the patients who present the following symptoms. Add details to the case to make it a complete history. (05)  
Sivasankar/69 years/male/brought by his son/bouts of memory loss/confusion.

**OR**

- C. Write a case history of the patients who present the following symptoms. Add details to the case to make it a complete history. (05)  
Ranjith/17 years/male/wants to end life/exam result awaited.

**Q.4 Answer the following.**

- A. Write a detailed note on the components of none-verbal communication. (06)
- B. Discus the process of communication in detail. (06)
- C. Prepare a simple community health project protocol for a study on the topic *Diet and Exercise* among young adults. (06)

**OR**

- C. Prepare a simple community health project protocol for a study on the topic *Prevalence of Obesity* among students. (06)