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**TECHNICAL UNIVERSITY OF MOMBASA**

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

**UNIVERSITY EXAMINATION FOR:**

DIPLOMA IN PHARMACEUTICAL TECHNOLOGY

APM 2211 :SAP III

END OF SEMESTER EXAMINATION

**SERIES:APRIL2016**

**TIME:2 HOURS**

**DATE:**Pick DateSelect MonthPick Year

**Instructions to Candidates**

You should have the following for this examination

-*Answer Booklet, examination pass and student ID*

This paper consists of **THREE**Section(s). Attempt All questions in section A and B and any two questions in section C.

**Circle the correct answer in section A.**

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1. For maximum benefit to the organisation, managers need to factor in external environmental forces which are
  - a. Personal, political
  - b. Regulatory, personal
  - c. Technological, interpersonal
  - d. Globalisation, societal
2. Henry Fayol's classical definitions of "functions" has now been modified to
  - a. Plan – organise- lead- control
  - b. Interpersonal- Informational- Decisional
  - c. Technical- Human- Conceptual
  - d. Plan- organise- control- lead- decisional
3. Mintzbergs map of managerial roles is
  - a. Technical- human- conceptual
  - b. Plan- organise- lead- control
  - c. Plan- organise- lead-control- decisional
  - d. Interpersonal- informational- decisional
4. Kat'z interpretation of skills is
  - a. Technical- human- conceptual
  - b. Plan- organise- lead- control
  - c. Interpersonal- informational- decisional
  - d. Plan- organise- lead- control- decisional
5. The ability to influence a group towards achievement of goals is
  - a. Leadership
  - b. Motivation
  - c. Communication
  - d. Control
6. The willingness to exert high level of effort towards goals is
  - a. Leadership
  - b. Motivation
  - c. Communication
  - d. Control
7. The transference and understanding of meaning is
  - a. Leadership
  - b. Motivation
  - c. Communication
  - d. Control
8. All the following apply to the interpersonal roles of a manager EXCEPT
  - a. Figurehead
  - b. Leader
  - c. Liaison
  - d. Spokesperson
9. All the following apply to the decisional roles of a manager EXCEPT
  - a. Entrepreneur
  - b. Figurehead
  - c. Trouble-shooter
  - d. Negotiator

10. Inputs or resources managers deal with are all the following EXCEPT
  - a. Man
  - b. Materials
  - c. Money
  - d. Machines
11. According to the systems approach to management, the system concepts include all the following EXCEPT
  - a. Subsystem interfaces and interface solutions
  - b. System boundaries and subsystems
  - c. Outputs and Inputs
  - d. System environment
12. Examples of the generic KRA's (Key Results Areas) include all the following EXCEPT
  - a. Market profit
  - b. Return on investment
  - c. Service level
  - d. Customer satisfaction
13. Estimates of future demand is made by all the following EXCEPT
  - a. Qualitative methods
  - b. Causal methods
  - c. Quantitative methods
  - d. Time series methods
14. In nature of organising, the value chain primary activities are
  - a. Inbound, logistics, operation, outbound logistics
  - b. Operations, outbound logistics, procurement
  - c. Marketing sales, procurement, operations
  - d. Operations, inbound logistics, procurement
15. All the following are difficulties of the barter system EXCEPT
  - a. Autocratic
  - b. Consultative
  - c. Participative
  - d. Authoritative
16. All the following are difficulties of the barter system EXCEPT
  - a. Lack of divisibility
  - b. Presence of common measure value
  - c. Lack of double coincidence of wants
  - d. Problem of storing wealth
17. According to classification of money, paper money is
  - a. Representative money and convertible
  - b. Convertible and standard money
  - c. Token coins and convertible
  - d. Representative money and standard money
18. All the following apply to an informal organisation EXCEPT
  - a. It is loosely organised
  - b. Inflexible
  - c. Spontaneous

- d. Ill defines
19. Types of organisational structures are
- a. Flat and long
  - b. Tall and short
  - c. Tall and long
  - d. Tall and flat
20. The organisational chart establishes all the following EXCEPT
- a. Formal lines of authority
  - b. Responsibility
  - c. Financial stability
  - d. Accountability
21. Types of organisational charts are
- a. Vertical, left to right charts
  - b. Vertical, rectangular
  - c. Vertical, oval
  - d. Vertical, square
22. All the popular types of management styles EXCEPT
- a. Standard style
  - b. Authoritarian style
  - c. Laizzes-faire style
  - d. Chaotic style
23. In the marketing mix, the set of controllable, tactical, marketing tools that deal with variety, features, brand name, quality and design services is
- a. Product
  - b. Price
  - c. Place
  - d. Promotion
24. The set of controllable, tactical, marketing tools that deal with distribution channels, coverage, logistics and transportation is
- a. Product
  - b. Price
  - c. Place
  - d. Promotion
25. In market segmentation, the key segmenting variables include all the following EXCEPT
- a. Geographic
  - b. Demographic
  - c. Topographic
  - d. Behavioural
26. All the following are importance of planning EXCEPT
- a. To manage objectives
  - b. To effect certainty and change
  - c. To secure economy in operation
  - d. To make control effective
27. External environmental forces in management that a manager needs to factor include all the following EXCEPT

- a. Political
  - b. Regulatory
  - c. Social
  - d. Technological
28. In the 5M's of management, the M that deals with technology and expertise is
- a. Man
  - b. Materials
  - c. Machines
  - d. Methods
29. In order to generate these 5M's of management, the main requirement is
- a. Money
  - b. Materials
  - c. Methods
  - d. Measurements
30. In the 5M's of management, the M that deals with systems, procedures and processes is
- a. Man
  - b. Methods
  - c. Materials
  - d. Methods
31. An interest in an enterprise with contingent gain or loss is
- a. Holders
  - b. Stake
  - c. Shareholders
  - d. Society
32. All the following are "holders" who have stake in business EXCEPT
- a. Shareholders
  - b. Society
  - c. Managers
  - d. Suppliers
33. Management as a system transforms inputs by the process of
- a. Planning+ Staffing+ Leading+ Controlling
  - b. Planning+ Organising+ Staffing+ leading
  - c. Planning+ Organising+ Leading+ Controlling
  - d. Planning+ Organising+ Staffing+ Leading+ Controlling
34. In types of plans, a statement of expected results expressed in numerical terms is called a
- a. Program
  - b. Budget
  - c. Procedure
  - d. Rules
35. In types of plans, specific actions or non-actions allowing no discretion are
- a. Programs
  - b. Budget
  - c. Procedure
  - d. Rules

36. In types of plans, plans that are chronological sequences of required actions are
- Programs
  - Budget
  - Procedures
  - Rules
37. In plans, plans that are general directional statements that guide or help in decision making are
- Policies
  - Procedures
  - Rules
  - Programs
38. Techniques used to aid process of decision making include all the following EXCEPT
- Risk analysis
  - Flow charts
  - Decision trees
  - Conceptualisation
39. In the nature of organising, function of purchasing inputs used as the firm's primary is referred to as
- Procurement
  - Technology development
  - Human resource management
  - Firm infrastructure
40. The function associated with serving and supporting the firm as a whole with the company as its consumer is referred to as
- Procurement
  - Technology development
  - Human resource management
  - Firm Infrastructure

**SECTION B**  
**ANSWER ALL QUESTIONS**

41. Outline the functions of money (4marks)
42. List the functions of financial intermediaries (4marks)
43. List the limitations of credit creation (4marks)
44. Outline the disadvantages of a tall organisational structure (4marks)
45. Describe the disadvantages of an organisational chart (4marks)
46. Outline the value chain primary activities in nature of organising (4marks)
47. List the external environmental factors that managers need to factor in (4marks)
48. Define leadership, motivation and communication in relation to management (4marks)
49. List the key segmenting variables in market segmentation (4marks)
50. Outline the popular types of management styles (4marks)

**SECTION C**  
**ANSWER ANY TWO QUESTIONS**

51. a) Diagrammatically, show the steps involved in planning (10marks)  
b) Discuss the types of plans (10marks)
52. a) Define management (2marks)  
b) Discuss the managerial roles according to Mintzberg (10marks)  
c) Discuss the 5M's of management (8marks)
53. a) What are the principles of HRM? (4marks)  
b) Outline the steps involved in HR planning (4marks)  
c) Discuss i) Training and development  
ii) Job appraisal in human resource management (12marks)