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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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## SECTION A

### ANSWER ALL QUESTIONS

1. Methods of performance appraisal in HRM include all the following EXCEPT
  - a. Rating scales
  - b. Checklists
  - c. Procedures
  - d. Critical incidents method
2. Statements of traits of a job and are recorded in columns along with 'YES' and 'NO' columns are referred to as
  - a. Rating scale
  - b. Checklists
  - c. Procedures
  - d. Critical incidents method
3. The compensation an employee receives in return for his contribution to the organisation is
  - a. Incentive
  - b. Remuneration
  - c. Cheque
  - d. Stipend
4. Variable rewards granted according to variation in the achievement of specific results is referred to as
  - a. Remuneration
  - b. Cheque
  - c. Stipend
  - d. Incentive
5. IN job enlargement
  - a. Tasks and responsibilities are increased
  - b. Higher skills and innovation
  - c. Jobs become more lively and challenging
  - d. No need of higher skills
6. In management skills, the style where the management presents a problem and asks for suggestions and makes the decision is
  - a. Autocratic
  - b. Persuasive
  - c. Consultative
  - d. Participative
7. In a situation where management makes the decisions and informs the staff is
  - a. Autocratic
  - b. Un-Persuasive
  - c. Consultative
  - d. Un-Participative
8. Where management makes decisions and invites questions from employees is
  - a. Autocratic
  - b. Persuasive
  - c. Un-Consultative

- d. Un-Participative
- 9. All the following are disadvantages of autocratic style of management EXCEPT
  - a. Need for constant supervision
  - b. Staff fear management
  - c. Poor working relations
  - d. Slow decision making
- 10. In Public Relations, all the following are goals of communication EXCEPT
  - a. Inform
  - b. Persuade
  - c. Objectify
  - d. Mutual understanding
- 11. The following apply to a formal organisational structure EXCEPT
  - a. Should be flexible
  - b. Well defined jobs
  - c. Definite responsibility
  - d. Channelled individual and group efforts
- 12. Characteristics of an informal organisation include
  - a. Firmly organised
  - b. Inflexible
  - c. Well defined
  - d. Non- spontaneous
- 13. The means that individuals agree to be morally responsible for the consequences of their actions is
  - a. Delegation
  - b. Accountability
  - c. Responsibility
  - d. Authority
- 14. Implementation of a job is
  - a. Delegation
  - b. Accountability
  - c. Responsibility
  - d. Authority
- 15. Process of assigning duties or responsibilities along with corresponding authority to another person is
  - a. Delegation
  - b. Accountability
  - c. Responsibility
  - d. Authority
- 16. All the following are characteristics of an organisational chart EXCEPT
  - a. Division of labour
  - b. Span of control
  - c. Chain of command
  - d. Disunity of command
- 17. Formal lines of authority and communication within the organisation and structure is
  - a. Division of work
  - b. Unity of command

- c. Chain of command
  - d. Span of control
18. The number of individuals a person is responsible for in an organisation is
- a. Authority
  - b. Unity of command
  - c. Chain of command
  - d. Span of control
19. An organisational chart that shows high level management at the left with lower positions to the right is
- a. Vertical charts
  - b. Horizontal charts
  - c. Circular charts
  - d. Linear charts
20. An organisation chart that shows high level management at the top with formal lines of authority down the hierarchy is
- a. Vertical charts
  - b. Horizontal charts
  - c. Circular charts
  - d. Linear charts
21. An organisational chart that shows the outward flow of formal authority from high level management is
- a. Vertical charts
  - b. Horizontal charts
  - c. Circular charts
  - d. Linear charts
22. Plans that are chronological sequences of required actions are
- a. Programs
  - b. Rules
  - c. Policies
  - d. Procedures
23. An expression of results in numerical terms is
- a. Budget
  - b. Programs
  - c. Rules
  - d. Policies
24. Action plans that include tasks, assignments, steps to be taken and resources to be deployed is
- a. Programs
  - b. Budget
  - c. Policies
  - d. Rules
25. All the following are the difficulties encountered in the barter trade system EXCEPT
- a. Lack of double coincidence of wants
  - b. Divisibility
  - c. Problem of storing wealth
  - d. Absence of common measure of value

26. Face value of money is equal to intrinsic value in
  - a. Token coins
  - b. Standard money
  - c. Subsidiary money
  - d. Convertible money
27. Fiduciary money is also called
  - a. Convertible money
  - b. Inconvertible money
  - c. Subsidiary money
  - d. Standard money
28. Cheques or drafts fall under
  - a. Standard money
  - b. Subsidiary money
  - c. Convertible money
  - d. Credit money
29. All the following are functions of financial intermediaries EXCEPT
  - a. Mobilising savings
  - b. Allocating capital
  - c. Utilization of funds
  - d. Monitoring firms
30. All the following are functions of public relations EXCEPT
  - a. Authority dissemination
  - b. Community relations
  - c. Crisis management
  - d. Publicity
31. Channels that allow obtainment of certified information are
  - a. Formal
  - b. Informal
  - c. Networking
  - d. Face to face
32. Channels that allow maintenance of stable relationships with referents of different offices is
  - a. Formal
  - b. Informal
  - c. Networking
  - d. Face to face
33. In management styles, the one that forges an atmosphere of discipline in an organisation is
  - a. Chaotic style
  - b. Democratic style
  - c. Authoritarian style
  - d. Paternalistic style
34. In management styles, the one that encourages team building skills, social and harmony and cooperation to achieve a target is
  - a. Chaotic style
  - b. Democratic style

- c. Authoritarian style
  - d. Paternalistic style
35. Where targets are communicated to employees and they go about meeting the targets whichever way they want is
- a. Chaotic style
  - b. Authoritarian style
  - c. Paternalistic style
  - d. Laissez- faire style
36. Characteristics of personnel management include all the following EXCEPT
- a. Written contracts
  - b. As per procedures
  - c. As per business needs
  - d. Monitoring
37. A combination of statements containing the work to be performed and essential working conditions is
- a. Job specification
  - b. Job description
  - c. Job analysis
  - d. Job design
38. A statement of human qualities and other describable characteristics required for discharging an assigned job is
- a. Job specification
  - b. Job description
  - c. Job analysis
  - d. Job design
39. All the following entail a job description EXCEPT
- a. Job title, place, summary
  - b. Education, experience, training
  - c. Duties
  - d. Machines, tools and equipment
40. The process of analysing and assessing various jobs systematically to ascertain their relative worth is
- a. Job specification
  - b. Job description
  - c. Job evaluation
  - d. Job design

## **SECTION B**

### **ANSWER ALL QUESTIONS**

41. Outline the importance of personnel selection in HRM (4marks)
42. List the steps involved in personnel selection in HRM (4marks)
43. Outline the importance of job orientation in HRM (4marks)
44. Describe the need for a performance appraisal in HRM (4marks)
45. Outline the popular types of management (4marks)
46. What are the difficulties encountered in the barter system of trade? (4marks)
47. List the importance of having an organisational structure (4marks)
48. What are the disadvantages of the tall organisational structure? (4marks)
49. Outline the organisational concepts (4marks)
50. List the principles of human resource management (4marks)

## **SECTION C**

### **ANSWER ANY TWO QUESTIONS**

51. a) Briefly describe human resource planning (5marks)
  - b) In a tabular form, show the comparison between job description and job specifications (7marks)
  - c) Define personnel management and human resource management (4marks)
  - d) In a tabular form, show the comparison between personnel management and human resource management (4marks)
52. a) Discuss the different management styles in an organisation (12marks)
  - b) Outline the purposes for / of organising (8marks)
53. Explain the processes involved in planning (20marks)