



TECHNICAL UNIVERSITY OF MOMBASA
FACULTY OF APPLIED AND HEALTH SCIENCES
DEPARTMENT OF MEDICAL SCIENCES
UNIVERSITY EXAMINATION FOR:
DIPLOMA IN PHARMACEUTICAL TECHNOLOGY

APM 2102 : SAP II

END OF SEMESTER EXAMINATION

SERIES: APRIL 2016

TIME: 2 HOURS

DATE: Pick Date Select Month Pick Year

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of Choose No choose Sect/Quest. Attempt Choose instruction.

Circle the correct answer in section A.

Section A

1. Psychology:

- a. is a branch of surgery
- b. Can mend the ways you have illnesses
- c. Contributes to the study of human mind
- d. Has no role in the emotions

2. Dr Catherine went to Mpeketoni and studied people in a village to see the impact of trauma on them. He lived with them, understood all possible relations of culture as well. She was a:

- a. Psychologist
- b. Physiologist
- c. Pathologist
- d. Psychiatrist

3. When a person is talking to the patient, listening to the tone and the speech of the patient may have impact and this is called the:
- Attending and listening
 - Exclusivity
 - Attention span
 - Concentration
4. While listening to a MCA's speech everybody was impressed by the way he was moving his body and this was carrying more impact. Later on the public realized the importance of
- Movement
 - Body language in nonverbal communication
 - Dramatization
 - Impact
5. In an interview setting the most important component is the seating. The best angle of communication between the patient and the doctor to sit is the:
- 45°
 - 135°
 - 180°
 - Opposite
6. If the questions asked are types where there is only "yes" or "No" or a single response to question then this is called:
- Single question
 - Open ended question
 - Closed ended question
 - Blank question
7. The significance to the open ended question is:
- It elaborates and make patient effectively communicate his /her problems
 - It is waste of time
 - It is unremarkable
 - It is bad on patient part
8. When the pharmacist during an interview starts repeating whatever the patient has expressed in past few minutes this may be the example of:

- a. Phrasing
- b. Paraphrasing
- c. Elaborating
- d. Questioning

9. When a patient is counseled for stress management then the most important component is

- a. Life history
- b. Parents
- c. Children
- d. Barging

10. When a student is suffering from stress over failed exams and detailed professional help is provided to him/her regarding how to be relaxed during exams in a professional manner it is called

- a. Disaster management
- b. Informational care
- c. Misconceptions
- d. Care and affection

11. When the flood that was seen around river Nyando in 2012 subsided, three months after the flood was over they were in the phase of:

- a. Emergency
- b. Rehabilitation
- c. Recovery
- d. Crises

12. A young woman arrives at your pharmacy with physical abuse after an argument with the boyfriend. Your single principle of conflict resolution will be

- a. Meet the reasons for conflict head on
- b. Set a goal for a win-win situation for both rather than a victory of one party at the expense of the other.
- c. Plan for resolving the conflict through lawyers
- d. Agree to disagree i.e healthy disagreements lead to better decisions

13. When breaking the bad news the patients emotional reactions crying and weeping should be addressed by

a. Patient's perception

b. Availability

c. Attention

d. Empathy

14. Empathy is

a. listening and identifying the emotion that patient is experiencing and offer an acknowledgement for that.

b. Denying emotions

c. Contradicting

d. Exploratory response

15. In breaking the bad news the best model to be used is

a. Biopsychosocial model

b. Individualized disclosure model

c. Full disclosure model

d. Paternalistic disclosure model

16. Among the four pillars of medical ethics the most important is.

a. Beneficence

b. Judgment

c. Care

d. Breaking news

17. If you have to remove the nail of a patient what is the first thing that should be done?

a. Anasthesia

b. Blood and other investigations

c. Talking to the surgeon

d. Obtain a written informed consent

18. The breaches of confidentiality can be made in the following circumstances EXCEPT

a. When patient gives authority

b. When it has to be shared with health care team

c. In the best interest of patient

d. When you have given upon the patient

19. One of the medical representatives visiting you says that if you can dispense hundred prescriptions of his products he is going to pay your electricity bills for a whole year. What do you do?

- a. You will dispense
- b. You will not accept and politely refuse
- c. You will refer him to a colleague
- d. You will seek help from authority

20. If one of your colleagues is working and sitting with you in the pharmacy, does he/she have the right to touch you?

- a. She/ He has the right
- b. She/ He does not have the right
- c. It is ethically wrong
- d. She/ He has the right as long as you agree

21. When you are practicing in a pharmacy, you can fix the prescription charges by

- a. Patient's wealth
- b. Patient's nature and relationship
- c. Same for all
- d. Varies situation to situation

22. After the patient completely recovered from the treatment you gave and she was so happy and thankful that she brought you a watch, your response would be

- a. Ignore it
- b. Try to tell her that this is not right
- c. Try to accept the gift with reservation
- d. Kick her out of the room

23. Regarding classical conditioning the following principles are important EXCEPT

- a. Learning is inherent
- b. Instinctual
- c. Given by Ivan Pavlov
- d. Conditioned stimulus

24. Matilda is a pharmacy student who developed a habit of taking long breaks when studying. Which of the following principles of operant conditioning will help?

- a. Punishment
- b. Reinforcement
- c. Extinction
- d. Aversion

25. When a patient is taken for counseling, the most important thing that would be missed is:

- a) mother tongue
- b) life history
- c) former lovers
- d) children

26. A common misconception about counseling is that:

- a) requires daily meetings
- b) is done by psychologists
- c) requires patience
- d) one comes out better after the sessions

27. What should follow to the people living in Huruma whose building collapsed?

- a) emergency
- b) crises
- c) rehabilitation
- d) team building

28. Conflict resolution involves:

- a) dealing with difficult issues sooner rather than later
- b) taking regular exercise
- c) not expressing your expectations
- d) giving people what they want

29. Thinking may be defined as

- a. Mental process involving the manipulation of information from environment and symbols stored in long term memory
- b. It is a dreaming process with link from reality

c. It is information processing without involvement of memory

d. It is process not present in mentally retarded people

30. What best describes counseling

a) It is about giving the best possible advice

b) It is not an ordinary everyday conversation

c) A technique to help people aware of themselves and their issues

d) A quiet quarrel

31. Emotions may be defined as

a. Expression

b. Psycho biological state and range of propensities to act

c. Persistence at task

d. Degree of verbal fluency

32. Kamau has come back home to find that the KCSE results have been announced on TV. His father is sitting on the couch scratching his head. He takes a quick look at Kamau and quickly picks his newspaper to read. This is an example of

a) non-verbal communication

b) childcare gone wild

c) Extra sensory perception

d) disaster management

33. Every human being has certain biological motivational factors including all the following EXCEPT

a. Wealth acquisition

b. Desire of sex

c. Pain avoidance

d. Emotions

34. The Maslow's pyramid of hierarchical needs has the extreme form of motivation which is called

a. Safety

b. Esteem and recognition

c. Love and belonging

d. Self actualization

35. In behavioural sciences, the Bio-Psycho-Social model of healthcare is best described as

- a) the management of psychological and social issues of patients
- b) biological aspects of disease being more important than the psychological ones
- c) use of social and psychological aspects as well as biological factors of disease
- d) a system only practiced in Europe

36. The anal stage of Freud's theory of development starts from 18 months till age 3 years. In this stage there is

- a. Pleasure seeking
- b. fixation
- c. independency
- d. Child gains muscular control and fixation to this leads to obsessional symptom

37. (Student) "I always thought I'd say no if I was offered drugs. But then last week it happened, and I didn't say no. I felt like I was doing something strange, but I went ahead anyway. I sure don't want to get started on a habit or something. Can you help me?"

(Counselor) "I'll be glad to help you in any way I can. Suppose we talk more about it . . ."

Which of the following is the most possible reaction?

- a) Feeling that there is nothing to talk about, the student will remain silent.
- b) The student will indicate relief that the counselor has agreed to help her.
- c) Feeling confident, the student will ask the counselor how she should go about telling her parents.
- d) The student will show disappointment that no definite action is suggested.

38. The study of anthropology provides us the information regarding

- a. Knowledge based from the sub part of environment
- b. Holistic medicine
- c. Understanding
- d. Culture

39. Which of the following is not a defence mechanism

- a) Denial
- b) Fantasy
- c) Sleep
- d) Overeating

40. Which of the following is not a normal reaction of a person to illness and hospitalization?

- a) Denial
- b) Anger
- c) Depression
- d) Humour

Section B

- 41. Define Behavioral Sciences. 4 Marks
- 42. Explain the difference between psychology and sociology. 4 Marks
- 43. Outline 4 objectives of studying behavioral sciences. 4 Marks
- 44. Behaviour can be of 3 types. Name them. 4 Marks
- 45. Name 4 things that human behavior is influenced by. 4 Marks
- 46. Outline 4 benefits of understanding human beings in health. 4 Marks
- 47. Define 'Learning'. 4 Marks
- 48. Explain the difference between behaviourism and cognitivism. 4 Marks
- 49. Explain the Social Learning Theory with an example. 4 Marks
- 50. Explain the Humanist Theory in Learning. 4 Marks

Section C (for pharmacy only)

- 1. There are 4 categories of human behavior. Name and explain them with suitable examples. 20 Marks.
- 2. Draw and briefly explain Abraham Maslow Hierarchy of needs. 20 Marks.