



Technical University of Mombasa

Faculty of Applied and Health Sciences

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF
MEDICAL LABORATORY SCIENCES
BMLS 12S MID

AML 4409 : HEALTH SERVICE MANAGEMENT

SEMESTER EXAMINATION

APRIL 2014 SERIES

2

HOURS

Instructions to candidates:

This paper consists of **TWO** sections **A** and **B**

Section A -Contains MCQS, Answer **ALL** questions in **Section B**.

SECTION A - MCQs - (30marks)

1. Which of the following factors is needed for performance appraisal?
 - a) Employee- employee discussion
 - b) Workers union memberships
 - c) Religious affiliation
 - d) Ethnicity
 - e) Gender
2. Which of the following is not a management style?
 - a) Militant
 - b) Lassies-faire
 - c) Democratic
 - d) Authoritative
 - e) Pacesetting
3. Choice of equipment in a laboratory depend on the following except?
 - a) Availability of spares

- b) Cost of equipment
 - c) Reliability and safety
 - d) Care and maintenance
 - e) None of the above
4. Which of the following is not associated with lacked of an effective equipment management policy?
- a) Equipment failure
 - b) Good laboratory results
 - c) Lack essential equipment
 - d) Incorrect purchases
 - e) Equipment related accidents
5. The following are components of equipment management except?
- a) Selection
 - b) Training in use
 - c) Disposal of equipment
 - d) Procurement
 - e) Shipping
6. The following are outcomes of an equipment maintenance program except?
- a) Improved quality of results
 - b) Minimal wastage of reagents
 - c) Fewer work interruptions
 - d) Opportunity for research
 - e) None of the above
7. Which of the following questioning is appropriate during job interviews?
- a) Challenges on current job
 - b) Ethnicity
 - c) Religious affiliations
 - d) Family size
 - e) Nature or severity of any handicap
8. Which characteristics should be included for discipline to be effective ?
- a) Private
 - b) Objective
 - c) Timely
 - d) Written
 - e) Public
9. The following are required for successful implementation of SOPs except
- a) Develop a quality manual?
 - b) Have sufficiently qualified personal
 - c) Establish a QA unit
 - d) Recruitment of new personnel
 - e) Involve all persons in organization

10. Which of the following is a role of a team leader?
- Taking minutes during meetings
 - Develops collaborative relationships
 - Book keeping of Teams financial expenditure
 - Keeping records of teams activities
 - None of the above
11. What is vertical communication ?
- Communication between organizations
 - Communication generated by business activities of an organization
 - The formal messages that are channeled through hierarchical network of an organization
 - Communication between departments
 - None of the above
12. The following are contained in an SOP manual except ?
- Author
 - Approved signature
 - References
 - Principle
 - Age of personnel
13. The following are responsibilities of human resource management except
- Appraisal of work performance
 - Implementation of reward systems
 - Staffing
 - Professional development of workers
 - Budgeting for organization
14. Which of the following factors should be considered in job analysis
- Organization and utilization of work force
 - Maintenance of work force
 - Identification of industry trends
 - Measurement of work performance
 - Staffing
15. The following are true of Maslow's theory of motivation except?
- Motivation is closely tied to needs
 - Needs cause people to have drives
 - A satisfied need does not motivate
 - Esteem needs are the second highest in Maslow theory
 - None of the above
16. Which is the second level of needs in Maslow's Hierarchy of needs
- Physiological needs
 - Security needs
 - Self actualization
 - Love needs

- e) Self-esteem
17. Which of the following is a component of the pre analytical phase of diagnostic cycle?
- a) Specimen follow up
 - b) Specimen collection
 - c) Result archiving
 - d) Result follow up
 - e) Interpretation
18. Which of the following is a component of the post analytical phase of the diagnostic cycle?
- a) Test ordering
 - b) Specimen management
 - c) Testing
 - d) Result review
 - e) Specimen processing
19. Which of the following is a component of the analytical phase of the diagnostic cycle?
- a) Result reporting
 - b) Test ordering
 - c) Testing
 - d) Specimen follow up
 - e) Result archiving
20. Which of the following organisms is categories as risk group 4?
- a) Marburg virus
 - b) Salmonella typhi
 - c) Escherichia coli
 - d) Rota virus
 - e) Hepatitis B virus
21. The following are problems associated with SOPs except?
- a) Documentation gaps
 - b) Weak management support
 - c) Non adherence to SOPS
 - d) Wear and tear of SOPS
 - e) None of the above
22. Which of the following defines physical inventory?
- a) The disposal of commodities
 - b) The process of purchasing commodities
 - c) The counting by hand the total number of each commodity
 - d) Estimating quantities of items to be procured
 - e) None of the above
23. The following are included in a laboratory safety program except?
- a) Recruitment of safety officer
 - b) Guidelines for shipment
 - c) Guidelines for storage
 - d) Waste disposal protocol
 - e) Guidelines for appropriate safety practice

24. Which of the following is true of performance appraisal?
- a) Required for anticipating future employment needs
 - b) Done to determine industry trends
 - c) Done as part of fund raising for the organization
 - d) Assessing Job performance
 - e) None of the above
25. The acronym 3MTI includes the following words except?
- a) TYPE
 - b) Ideas
 - c) Man power
 - d) Money
 - e) Materials
26. The following are factors that determine the effectiveness of chemical disinfectants except?
- a) Take of application
 - b) pH
 - c) Hours of availability
 - d) Presence of inactivating substances
 - e) Concentration of chemical
27. Which of the following should be considered when selecting essential laboratory tests
- a) Salaries to be paid
 - b) Availability of SOPs
 - c) Staff management meetings
 - d) Hours of availability
 - e) None of the above
28. The following terms are associated with the management function of planning except?
- a) Directing
 - b) Creativity
 - c) Vision
 - d) Assessment
 - e) Goal setting
29. The following terms are associated with the management function of implementing except?
- a) Controlling
 - b) Monitoring
 - c) Evaluation
 - d) Leading
 - e) Personel Development
30. The following terms are associated with the management function of organizing except
- a) Leading
 - b) Directing
 - c) Team building
 - d) Multitasking

e) Evaluation

SECTION B ESSAY
(ANSWER ALL QUESTION IN THIS SECTION)

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| 1. | (a) Describe the components of inventory management | (10marks) |
| | (b) Describe the organization and maintenance of the workforce | (10marks) |
| 2. | (a) Describe the benefit of an equipment management program | (10marks) |
| | (b) Explain the importance of communication skills | (10marks) |