



Technical University of Mombasa

Faculty of Applied and Health Sciences

DEPARTMENT OF **MEDICAL SCIENCES**
DIPLOMA IN PHARMACEUTICAL TECHNOLOGY
(DPT 12J)

APM 2201: SOCIAL & ADMINISTRATIVE PHARMACY

SPECIAL/SUPPLEMENTARY: EXAMINATIONS

SERIES: February 2013

TIME: 2 HOURS

INSTRUCTIONS:

You should have the following for this examination

- *Answer booklet*

This paper consists of **THREE sections A, B and C.**

Answer all questions in section **A** and **B** and choose **THREE** out of **FIVE** questions in section **C.**

This paper consists of 7 PRINTED pages
SECTION A (40MARKS)

1. Neo-classical theory that was pioneered by Elton Mayo is called:
 - a) Structural Theory of management
 - b) Systems approach of management
 - c) Human relations and Behavioral science Approach
 - d) Technical & Qualitative sciences

2. Who among the following was not a classical theory writers with respect to management theories
 - a) Frederick Winslor Taylor
 - b) Henry Garlt
 - c) Gilbreth
 - d) Elton Mayo

3. Who among the following is mostly associated with the idea of bureaucracy?
 - a) Max Weber
 - b) E.F.L. Taylor
 - c) L.F. Urwick
 - d) Henry Gariff

4. Which of the following activities is a functional level strategy activity ?
 - a) Estimation of risks, threat challenges, constraints are competition
 - b) Evaluating the time Threshold value
 - c) Identifying each target substance threshold value
 - d) Identifying characteristics of each objective or target

5. Staffing as a managerial function involves the following except:
 - a) Training of employees
 - b) Appraising the employees performance
 - c) Giving employees opportunities for further development
 - d) Supporting institutions which train potential employees for your institution

6. Traditional managers used or continue to use all the following approaches except:
 - a) Power
 - b) Discipline
 - c) Motivation
 - d) Rigid Control

7. The total sum of the way an enterprise or institution divides its labour into distinct tasks and achieves coordination among them may be termed as
 - a) Coordination
 - b) Organization
 - c) Planning

d) Directing

8. Plans consisting of general statements that guide in decision making are called:
- Policies
 - Procedures
 - Rules
 - Strategies
9. An approach to organization management characterized by emphasis on purpose formal structure and hierarchy of management is described as:
- Classical
 - Human relation
 - Systems
 - Contingency
10. An organization's assessment of the performance and practice of other organizations and competitors in an effort to analyse and compare its own performance is
- Collaboration
 - Evaluation
 - Bureaucratic orientation
 - Benchmarking
11. The following are associated with planning except :
- Budgeting
 - Decision making
 - Objectives
 - Present
12. The principle that states that individuals in an organization should report to only one superior is called:
- Principle of coordination
 - Principle of division of work
 - Principle of control
 - Principle of unity of command
13. The following are true about milestones except:
- They identify the number of years an organization has been in existence
 - They add detail and precision to the Gantt chart
 - They serve as a formal review point
 - They identify dates when a certain accomplishment is to be made
14. An organization's structure shows the following except:
- Specifies its division of work activities
 - It shows how different functions or activities are linked
 - It indicates the organization's hierarchy and authority structure

- d) Specifies relationships with other organizations
15. A figurehead manager is defined as:
- A manager with authority but without power
 - A manager with power but without authority
 - A manager without both authority and power
 - A manager with both authority and power
16. The classical Theory of management that was introduced by max weber is:
- Scientific management
 - Administrative management
 - Functional management
 - Bureaucratic management
17. The staffing activity best falls under :
- Planning
 - Organizing
 - Controlling
 - Forecasting
18. Which of the following is not an aspect of directing as a function of management?
- Motivation
 - Coordination
 - Inducing change
 - Budgeting
19. A managers must have all the following skills except:
- Technical
 - Production
 - Human
 - Conceptual
20. The managerial function that plans are followed and objectives achieved is
- Controlling
 - Coordinating
 - Organizing
 - Evaluating
21. Which of the following statements below may not be considered as one of the possible definitions of the term management ?
- The delivery of customer satisfaction at a profit
 - Achieving results through people
 - Using resources efficiently
 - A profession and a career
22. Which of the following is not an attribute of the modern manager?
- Facilitator
 - Coach

- c) Reward and punishment
- d) Concerned about objectives and results.

23. One of the basic managerial functions that is concern with deciding in advance what to do and how to do it is:

- a) Coordination
- b) Planning
- c) Implementation
- d) Monitoring

24. The ultimate responsible which managers cannot delegate is:

- a) Authority
- b) Power
- c) Accountability
- d) Control

25. An obligation by a subordinate to perform certain duties or make certain decisions as well having to accept possible reprimand from the manager for unsatisfactory performance is seen as taking

- a) Authority
- b) Delegation
- c) Responsibility
- d) Control

26. The level of control or influence a person holds over the behavior of others with or without their consent is called

- a) Authority
- b) Power
- c) Responsibility
- d) Control

27. A single or set of decision that guide activities that occur repeatedly in an organization is referred to as:

- a) Recurrent plan
- b) Standing Plan
- c) Permanent Plan
- d) Single use plan

28. The most important use of forecasts in management is :

- a) Know activities of competitors
- b) A premise for planning
- c) Know profits to be made
- d) To cut down on expenditure

29. The following are disadvantages of specialization except:

- a) Absence of a sense of ownership of tasks
- b) Boredom
- c) Absenteeism
- d) Increase in output

30. In management, passing the buck refers to:

- a) Delegating work
- b) Blaming others when one's actions cause problems
- c) Sharing information
- d) Winning the cooperation of the employees

SECTION B (Answer ALL questions)

31. What is the importance of the systems approach to organizations? **(2marks)**
32. What is synergy? **(2marks)**
33. Briefly discuss the three steps in a control process **(6marks)**

SECTION C

34. a. Briefly discuss the five key management principles **(10marks)**
 b. Briefly discuss form characteristics of managerial objectives **(8marks)**
 c. What is a procedure? **(2marks)**
35. a. Show the link between planning and controlling **(4marks)**
 b. Briefly discuss the key functions of plans in an organization **(6marks)**
 c. What is a standing plan? **(2marks)**
 d. Briefly discuss two broad types of forecasts used as planning premises **(4marks)**
 e. Differentiate between quantitative forecasting and qualitative forecasting **(4marks)**
36. a. Differentiate between a work plan and a time-table **(4marks)**
 b. Explain when is the project form of departmentation used **(8marks)**
 c. Briefly discuss reasons that make people belong to an informal group in an organization **(6marks)**
37. a. Briefly discuss how the management can provide conditions favorable to high motivation in an organization **(10marks)**
 b. What are the ways management can design controls that are acceptable to employees **(8marks)**
 c. Define managerial control **(2marks)**