



Technical University of Mombasa

Faculty of Applied and Health Sciences

DEPARTMENT OF **MEDICAL SCIENCES**
DIPLOMA IN PHARMACEUTICAL TECHNOLOGY
(DPT11M)

APM 2209 : SOCIAL ADMINISTRATION PHARMACY (SAP)

SPECIAL/SUPPLEMENTARY: EXAMINATIONS

SERIES: February 2013

TIME: 3 HOURS

INSTRUCTIONS:

You should have the following for this examination

- *Answer booklet*

This paper consists of **THREE** sections.

Answer all questions in the paper

Section **A** is multiple choice questions.

Circle the correct response and avoid guess work half a mark will be deducted for any wrong response.

Section **B** has essay questions.

Attempt **ALL** questions in this section in the answer booklet provided.

Section **C** Answer **THREE** questions in this section

SECTION A (40MARKS)

1. A process for monitoring and inspiring people to perform organizational activities that will further the organizational goals may be described as:
 - a) Management control
 - b) Supervising
 - c) Organizing
 - d) Directing

2. The management approach that focuses on continuous improvement for beneficiaries, clients or customers while, recognizing the need, for quality of results may be described as:
 - a) Management by objectives
 - b) Management by performance
 - c) Management by wandering around
 - d) Total quality management

3. “Management by wandering about” is a kind of management style where a manager:
 - a) Gets people to work harmoniously through regular staff rotation
 - b) Uses informal communication to learn what is really happening in the organization
 - c) Ensures appropriate labor substitution in special and critical cases
 - d) Selectively deals with the most critical issues and expects staff to deal with the rest

4. At the apex of Maslow’s hierarchy of needs which item among the ones below appears?

- a) Physiological needs
 - b) Self-actualization needs
 - c) Safety needs
 - d) Love needs
5. Decentralization as a form of management has the following advantages except:
- a) It is flexible and adoptive to the environment
 - b) Decision making is easier and faster
 - c) Duplication of services is minimized
 - d) It motivates local managers due to autonomy
6. Which of the following is not a function of staffing and organization ?
- a) Remuneration of personnel of personnel
 - b) Selection of personnel
 - c) Training of personnel
 - d) Recruitment of personnel
7. According to D. Mc Gregor's Theory X management assumptions on human behavior about work, employees.
- a) Like work and is as natural as rest and play
 - b) Avoid responsibility
 - c) Cannot direct their own behavior
 - d) Are resistant to change

8. According to G. Scott, the key pillars of classical organization Theory that deals with the chain of command, delegation of authority, unity of command and obligation to report is
- a) Division of labor
 - b) Scalar process
 - c) Functional process
 - d) Span of control
9. Which of the following is not a principle of delegation?
- a) Expected results
 - b) Delegation of authority
 - c) Unity of command
 - d) Staff motivation
10. Identify what is not a managerial role in a system:
- a) Leadership
 - b) Communicator
 - c) Decision maker
 - d) Procurement
11. What can best describe autocratic type of leadership?
- a) All policies are made through group decision
 - b) All authority is centred in the manager

- c) It is a human relations approach where all members of the group are seen as important contributors to the final decision
- d) Participation is sought to encourage member's commitment to improve quality of decisions.

12. The types of recruitment that is most suitable for hiring unskilled workers is:

- a) Advertising
- b) Employment agencies
- c) Unsolicited application
- d) Educational institutions

13. Informal groups in an organization refer to:

- a) Social groups in an organization formed to meet social needs of members
- b) Professional groups in an organization with similar background in training
- c) Subordinate staff who meet to chat over lunch time
- d) An association of technical staff who meet to discuss matters relating to their work

14. The most important assets for an organization is :

- a) Labor
- b) Capital
- c) Equipment
- d) Raw materials

15. Coordination in an organization depends on:
- a) Movement of employees
 - b) Movement of equipment to the right back
 - c) Information flow
 - d) Availability of the required material
16. The theory towards human nature and behavior that assumes that most people enjoy work, are creative and can exercise self-direction and control is described as:
- a. Henry Fayol Theory
 - b. Theory X
 - c. Theory Z
 - d. Theory Y
17. The management approach that is characterized by a participatory process in which the manager and individual staff members set objectives to be used to objectives to be used to periodically assess performance is formed as :
- a) Management by wandering about
 - b) Management by performance
 - c) Total quality management
 - d) Management by exception
18. Which of the following is not an aspect of directing as a function of management?
- a) Motivation

- b) Coordination
- c) Inducing change
- d) Budgeting

19. Which of the statements below is wrong matched?

- a) A charismatic leader gains influence from the strength of his personality.
- b) A traditional leader has his position assured by birth
- c) A situational leader must be in the right place at the right time but is too temporary
- d) A functional leader cannot secure his leadership position by what he does

20. According to Maslow's theory of motivation, the following are characteristics of those who have achieved self actualization except:

- a) They are not risk takers
- b) They do not give up
- c) They see opportunities and not failures
- d) They are focused, ambitious and hard working

21. The main purpose of recruitment in an organization is to :

- a) Identify the desired talents and skills among prospective employees
- b) Scrutinize application forms of prospective employees
- c) Conduct the final selection for prospective employees
- d) Facilitate physical and /or medical examination of applicants

22. D McGregor's theory Y led to a management approach that is characterized by:
- a) Democratic leadership
 - b) Decentralization of authority in work places
 - c) Autocratic leadership
 - d) Supporting tight control with punishment and new aid systems
23. A single mother of two has no food and schedule to feed her children , she engages in commercial sex and steals. According to Maslow's hierarchy of needs, mother is operating at the stage of:
- a) Security need
 - b) Physiological need
 - c) Esteem need
 - d) Love and belonging need
24. The essential drugs program managers who regularly goes round to all regional stores and attends to all local training courses on rational drug use rather than occupy himself with office work uses a management style known as:
- a) Management by objectives
 - b) Management by wandering about
 - c) Management by participation
 - d) Management by crisis

25. Which of the following is not a positive attribute of delegation of duties in an organization ?
- a) Delegation allows distribution of work
 - b) Delegation develops the staff
 - c) Delegation helps in the expansion of the firm
 - d) Delegation helps to reduce the manager's work
26. The ultimate responsibility that managements cannot delegate is:
- a) Authority
 - b) Power
 - c) Accountability
 - d) Control
27. Span of management is defined as
- a) The number of managers in an organization
 - b) The various levels of management in an organization
 - c) The number of employees a manager can supervise effectively
 - d) The duties of each manager
28. The following are true about job descriptions except:
- a) They are written explanations of the duties of a job

- b) They list minimum qualifications necessary to hold the job
 - c) They are prepared by the unit manager
 - d) They are prepared by the chief executive officer.
29. The management function concerned with integrating the activities of the separate parts of an organization to accomplish goals is:
- a) Planning
 - b) Coordinating
 - c) Controlling
 - d) Organizing
30. Staff workers in an organization refer to:
- a) Employees who carry out the key mandate of the organization
 - b) Employees who are part of the management team
 - c) Employees who offer advice to line workers
 - d) Employees who are recently hired in the organization

SECTION B

- 31. Define management leadership **(2marks)**
- 32. Differentiate between transactional and charismatic leadership . **(4marks)**
- 33. Briefly discuss TWO common approaches to evaluating training programs **(4marks)**

SECTION C

34. a. Briefly discuss FOUR leadership styles **(8marks)**
 b. Explain the three variables that affect motivation in organizations **(6marks)**
 c. Briefly discuss THREE approaches to achieving effective coordination **(6marks)**
35. a. Explain the problems organizations face in achieving effective coordination **(8marks)**
 b. Briefly discuss the steps in delegation **(8marks)**
 c. Defines the following terms
 i) Operations systems
 ii) Output **(4marks)**
36. a. Differentiate between batch and continuous production **(4marks)**
 b. Different between programmed and non-programmed decisions **(4marks)**
 c. What is bounded rationality? **(2marks)**
 d. Briefly discuss any five biases in decision making **(10marks)**
37. a. Why is work study important in organizations? **(2marks)**
 b. Define ergonomics **(2marks)**
 c. Explain FOUR ways a manager can use to make employees accept control **(8marks)**
 d. Briefly discuss form employee reactions to control **(8marks)**
38. a. When is the project form of organizing used? **(8marks)**
 b. What is span of management? **(2marks)**
 c. Briefly discuss three reasons that make people belong to informal groups **(6marks)**
 d. Briefly discuss two reasons that suggest management should not ignore informal groups
 in their organization
(4marks)