



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN MEDICAL LABORATORY SCIENCES

AML 2311 : HEALTH MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES:DECEMBER2016

TIME:2 HOURS

DATE:Pick DateDec2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **TWO**Section(s). Attempt ALL questions.

Circle the correct answer in section A.

Section A

1. Which of the following is a component of organizing management function?
 - A. Directing
 - B. Vision
 - C. Assessment
 - D. Goal setting
2. Which of the following is not a characteristic of democratic style leadership?
 - A. Manager seeks consultation on all major issues and decisions.
 - B. Manager effectively delegate tasks to subordinates and give them full control and responsibility for those tasks.
 - C. Manager welcomes feedback on the results of initiatives and the work environment
 - D. Manager seeks to make as many decisions as possible

3. Some of the typical responsibilities of quality manager includes the following except
 - A. Setting up of budget.
 - B. Monitoring all aspects of quality systems.
 - C. Organizing internal and coordinating external control programs
 - D. Informing management on all aspects of quality system monitoring.
4. The following are features of top management except
 - A. Top management lays down the objectives and broad policies of the enterprise.
 - B. It issues necessary instructions for preparation of department budgets, procedures, schedules etc.
 - C. It prepares strategic plans & policies for the enterprise.
 - D. They make plans for the sub-units of the organization.
5. The following are functions of management except;
 - A. Planning
 - B. Purchasing.
 - C. Organizing
 - D. Directing
6. Which of the following defines physical inventory
 - A. The process of purchasing commodities
 - B. The process of counting by hand the total number of each commodity
 - C. The process of estimating quantities of items to be procured
 - D. The process of disposal of commodities
7. Which one of the following is a component of the pre-analytical phase of the diagnostic cycle?
 - A. Specimen processing
 - B. Result reporting
 - C. Result archiving
 - D. Specimen follow-up

8. The following are types of leadership which one is not
 - A. Autocratic style
 - B. Managerial style
 - C. Democratic Style
 - D. Laissez Faire Style
9. Which of the following should be considered when selecting essential laboratory tests?
 - A. Based on technical capacity
 - B. Salaries to be paid
 - C. Number of board members
 - D. management support
10. Lack of an effective equipment management policy leads to the following except?
 - A. Poor laboratory results
 - B. Incorrect purchases
 - C. Equipment failure
 - D. Staff motivation
11. The choice of equipment in a laboratory depend on the following except?
 - A. Range of tests performed
 - B. Safety concerns
 - C. Care and maintenance
 - D. Ability to fabricate spare parts
12. Which of the following is a management style?
 - A. Authoritative
 - B. Formal
 - C. Informal
 - D. Militant
13. Which of the following is a component of equipment management?
 - A. Trading of equipment
 - B. Fabrication of spare parts
 - C. Selection
 - D. Continuous medical education

14. Which of the following is an outcome of equipment maintenance program?
- A. Work interruptions
 - B. Minimal wastage of reagents
 - C. Opportunity to travel
 - D. Participation in seminars
15. Which of the following questions is appropriate during job interviews?
- A. Gender
 - B. Family size
 - C. Level of education
 - D. Race
16. Which of the following is not associated with laboratory continuous education program?
- A. Prevention of boredom
 - B. Compliance with accreditation requirements
 - C. Networking opportunities
 - D. Community service
17. What is horizontal communication?
- A. Transmission of information between people, divisions, departments or units within the same organizational hierarchy.
 - B. Live discourse in which all parties exchange ideas and receive spontaneous feedback
 - C. The communication generated by business activities of the organization
 - D. The formal messages that are channeled through hierarchical network of an organization
18. Which of the following is a role of a team leader?
- A. Providing guidance for group activities
 - B. Keeping records of team activities
 - C. Book keeping of team financial expenditure
 - D. Taking minutes during meetings
19. Which of the following are responsibilities of human resource management?
- A. Preparing annuals financial budgets
 - B. Leading organizational activities
 - C. Developing collaborative activities
 - D. Appraisal of work force

20. Which one of the following is not included in the equipment management policy?
- A. Selection
 - B. Procurement
 - C. Trouble shooting
 - D. Hiring of staff
21. Which one of the following is not a component of the pre analytical phase of the diagnostic cycle?
- A. Sample collection
 - B. Labelling
 - C. Transport
 - D. Results analysis
22. Health facility management plays a role in improving the following aspects of health and except?
- A. Quality
 - B. Efficiency
 - C. Cost effectiveness
 - D. None of the above
23. The following are true quality laboratory services except?
- A. Increased accuracy of diseases diagnosis
 - B. Early identification of diseases
 - C. Effective monitoring of treatment
 - D. None of the above
24. Which of the following defines management?
- A. Reducing drug resistance
 - B. Working with individuals plus organizational resources to accomplish organizational goals
 - C. The improvement of data for health status of a community
 - D. Provision of information for health planning

25. The correct definition for staffing is.
- A. It is the function of manning the organization structure and keeping it manned
 - B. It is the process of bringing together physical, financial and human resources and developing productive relationship amongst them for achievement of organizational goal.
 - A. Paying off workers.
 - B. Interviewing employees.
26. Which one of the following is not expected of a medical laboratory technologist:-
- A. Preparation of reagents.
 - B. Financial controller of the laboratory.
 - C. Carrying out internal audits.
 - D. Honest
27. A good leader will have the following roles except.
- A. Providing vision.
 - B. Giving direction for goal setting.
 - C. Motivating staffs.
 - D. Very fast in condemning wrongs done by employees.
28. Responsibility of a laboratory manager stated by ISO 15189 includes
- A. Construction of a big facility for the services.
 - B. Improving of the quality management systems.
 - C. Employing large numbers of work force.
 - D. Retraining all workers on professional development.
29. Which of the following statements define maximum usage?
- A. The amount of stock required to support testing until additional supplies are received
 - B. Is the number of test kits used in a given period?
 - C. The time between placing an order and receiving it
 - D. None of the above
30. The following are features of planning except
- A. It is primary function of management.
 - B. It is an intellectual process
 - C. Focuses on determining the objectives
 - D. Involves choice of customers

31. What is the term associated with attracting and maintaining a customer base called?
- A. Labour force analysis
 - B. Customer appraisal
 - C. Market segmentation
 - D. Marketing
32. Which of the following is associated with self-actualization
- A. Personal fulfillment
 - B. Friendship
 - C. Employment
 - D. Food
33. The following are guidelines for management of laboratory stores except?
- A. Observe FEFO rules when removing items from stores
 - B. Store test kits in separate locations
 - C. Expired test kits should never be used for training
 - D. Separate damaged products from usable ones
34. Roles of a manager include the following except?
- A. Interpersonal
 - B. Decisional
 - C. Informational
 - D. Organizational
35. The following are visual inspection of containers except?
- A. Cloudiness in liquids
 - B. Materials changing color
 - C. Pressure build up within bottles
 - D. None of the above
36. The following should be included in chemical labels except?
- A. Quantity
 - B. Date opened
 - C. Expiry date
 - D. None of the above

37. What is strategic planning
- A. It is the process of deciding on Long-term objectives of the organization
 - B. It involves conversion of detailed and specific plans into detailed and specific
 - C. It is the blue print for current action and it supports the all plans
 - D. Planning after departmental meeting
38. The following steps are involved in the process of planning which one is not?
- A. Perception of Opportunities
 - B. Establishing Objectives:
 - C. Considering the Planning Premises:
 - D. Organizations' board meeting
39. Which of the following is not an objective of performance appraisal?
- A. To review the performance of the employees over a given period of time.
 - B. To judge the gap between the actual and the desired performance.
 - C. To help the management in exercising organizational control used for anticipation of future employment levels
 - D. To help in entertaining existing staff
40. The following are included in a laboratory safety program except?
- A. Guidelines for appropriate safety practice
 - B. Waste disposal protocols
 - C. Guidelines for storage
 - D. Recruitment of safety off

Section B

41. a) Describe the top level of management and its roles (10 marks)
b) Outline the components of equipment management (10 marks)
42. a) Describe FIVE steps involved in the process of planning (15 marks)
b) Outline five features of planning (5 marks)
43. a) Discuss Maslow's hierarchy of needs (10 marks)
b) Describe the importance of logistics (10 marks)