



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 one of the following is not included in the equipment inventory records?
 - A. Date of purchase
 - B. Name, model number ,serial number
 - C. Location in the laboratory
 - D. Accuracy of the equipment

2. Which one of the following statement is true about inventory management?
 - A. It's a process of procuring, receiving, storing, issuing, ordering and distribution of commodities to various stations
 - B. Movement of commodities and information from one level to another
 - C. Assurance of continued availability of supplies
 - D. Procurement of raw materials
3. Which is the highest level of needs in Maslow's hierarchy of needs?
 - A. Security
 - B. Social
 - C. Self actualization
 - D. Physiological
4. Which of the following refers to the structure of various departments in a laboratory?
 - A. Administration table
 - B. Laboratory directory
 - C. Organizational chart
 - D. Departmental table
5. Which area of questioning in the interview process is in appropriate or illegal?
 - A. Age
 - B. References
 - C. Organizations
 - D. Experiences
6. Disciplinary action is a responsibility of supervision, which of the characteristics should be included for discipline to be effective?
 - A. Timely
 - B. Casual
 - C. Written
 - D. Retrogressively.

7. Which of the following refers to a program composed of those processes undertaken to monitor and document the effectiveness of the quality control program?
 - A. Quality assurance
 - B. Quality control
 - C. Total quality management
 - D. Quality improvement
8. The standard operating procedure manual (SOPM) contain all of the following except?
 - A. Personal requirements
 - B. Control procedures
 - C. Reference ranges.
 - D. Approval signature
9. The following are responsibilities associated with human resource management except?
 - A. Job analysis
 - B. Utilization of work force.
 - C. Appraisal of work force
 - D. Preparing annual financial budget
10. The following are functions of human resource management except?
 - A. Determining the staff needs in an organization
 - B. Fund raising for the organization
 - C. Maintaining employee records
 - D. Deciding upon employee benefits
11. What must a laboratory have so that quality results are expected?
 - A. LPOs.
 - B. PPOs
 - C. SOPs
 - D. WHOs
12. Job analysis includes the following except?
 - A. Recruitment of personnel
 - B. Determination of skills needed in order to perform
 - C. Identification of industry trends
 - D. Anticipation of future employment requirements

13. Which of the following is a component of the Analytic phase of the diagnostic cycle?
- A. Test ordering
 - B. Specimen collection
 - C. Testing
 - D. Specimen follow-up
14. Which of the following is a component of the Post Analytic phase of the diagnostic cycle?
- A. Interpretation
 - B. Specimen follow-up
 - C. Testing
 - D. Specimen receipt
15. Which of the following is not a component of essential laboratory utilities?
- A. Clean water supply
 - B. Ventilation
 - C. Tea room
 - D. Lighting
16. Management styles include the following except?
- A. Autocratic
 - B. Coarsive
 - C. Democratic
 - D. Laissez faire
17. Which one of the following should not be included in chemical labels?
- A. Quantity
 - B. Date opened
 - C. Expiry date
 - D. Laboratory number
18. Which one of the following terminologies is not associated with logistics?
- A. Minimum month of supply
 - B. Safety stock
 - C. Working stock
 - D. Disposable stock

19. Logistics rights include the following except?
- A. Right goods
 - B. Right quantity
 - C. Right cost:
 - D. Right sticker
20. The following are possible causes of inaccurate results in the laboratory except?
- A. To Erratic temperatures
 - B. Poor mixing
 - C. Evaporation of controls
 - D. Use of smaller machines
21. The following are clinical records except?
- A. Certificates register
 - B. Monthly and annual reports
 - C. Daily records
 - D. Patient registration
22. Which one of the following is a management function?
- A. Directing
 - B. Vision
 - C. Assessment
 - D. Goal setting
23. Which of the following is a characteristic laissez faire style of 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. Joining leader is another member and agrees in advance to carry out a decision a group makes
24. Some of the typical features of quality manager includes the following except
- A. A manager administers.
 - B. A manager innovates
 - C. A manager maintains
 - D. A manager focuses on systems and structure.

25. The following are features of a leader, which one is not?
- A. A leader develops.
 - B. A leader focuses on people
 - C. A leader inspires trust.
 - D. A leader administers
26. The following are components of financial management except;
- A. Using receipts
 - B. Keeping accounts records
 - C. Accountability and transparency
 - D. Procurement of cheap products
27. Which of the following is not included in personnel management?
- A. Qualified staff appropriate for the work
 - B. Orientation and training of staff
 - C. Regular evaluation of staff competencies
 - D. Sacking of old personnel
28. 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
29. A leadership style in which the manager gives people a chance to influence a decision from the start is known as
- A. Autocratic style
 - B. Managerial style
 - C. Democratic Style
 - D. Laissez Faire Style

30. Selection of essential laboratory tests is dependent on?
- A. Availability of technical capacity
 - B. Salaries to be paid
 - C. Number of board members
 - D. management support
31. Effective equipment management policy promotes the following except?
- A. Quality laboratory results
 - B. Correct purchases
 - C. Equipment failure
 - D. Staff motivation
32. SOPs are step by step instructions that laboratory staff should carefully follow?
- A. To Produce the accurate results
 - B. To produce many results
 - C. To fabricate results
 - D. To criticize results
33. The following are not management styles, which one is it??
- A. Authoritative
 - B. Formal
 - C. Informal
 - D. Militant
34. Which of the following is not a purpose of SOPs?
- A. Serves as a guide for new staff training
 - B. Prevent unwanted short – cuts being taken when performing tests
 - C. Provides unsafe laboratory practice
 - D. Helps to assess employee competence and identify training needs
35. Which of the following is not an element of SOPs?
- A. Safety
 - B. Reference
 - C. Authors
 - D. Publishers

36. The following statements are true about management and leadership which one is not?
- A. Leadership and management must go hand in hand
 - B. They are not the same thing
 - C. Any effort to separate them is likely to cause more problems than solves
 - D. Manager's job is to inspire and motivate while leaders organize and coordinate
37. Continuous laboratory education program promotes the following except?
- A. Community work
 - B. Compliance with accreditation requirements
 - C. Networking opportunities
 - D. Prevention of boredom
38. What is Vertical 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
39. Classes of chemicals include the following except?
- A. Flammable
 - B. Oxidizing
 - C. Soluble
 - D. Poisonous
40. Which of the following is not an effect of poor quantification?
- A. Shortages and stock outs
 - B. Accurate budget estimates
 - C. Surpluses and expired kits
 - D. Inappropriate treatment of patients

Section B

41. a) Define leadership and give its importance (5 marks)
b) Outline the benefits of motivation (10 marks)
c) Outline the target areas of employee satisfaction surveys (5 marks)
42. a) Describe the purpose of planning (10 marks)
b) Describe TWO functions of a manager (10 marks)
43. a) What are the advantages of the democratic type of leadership? (5 marks)
b) Describe the process of setting objectives (10marks)
C) Outline five features of objectives (5 marks)