



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR:

BMLS 14S MID

AML 4409: HEALTH SERVICE MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: DECEMBER 2016

TIME: 2 HOURS

DATE: Pick Date Dec 2016

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 not considered a line item of the laboratory budget?
 - a. Labour union dues
 - b. Supplies
 - c. Maintenance and repair of instruments
 - d. Fixed expenses
 - e. Employee salaries
2. Which of the following is not associated with the goals of a laboratory continuous education program?
 - a. Staff development
 - b. Improvement of laboratory functions
 - c. Compliance with accreditation requirements
 - d. Procurement strategy
 - e. Gaining of new skills

3. Which of the following characteristics should be included for discipline to be effective?
 - a. Public
 - b. Casual
 - c. Timely
 - d. Written
 - e. Retrogressive
4. Which of the following organisms are categorized as risk group 4?
 - a. Marburg virus
 - b. Escherichia coli
 - c. Dengue fever virus
 - d. Mycobacterium tuberculosis
 - e. Mould
5. Where would "respect of others" be found in Maslow's hierarchy of needs?
 - a. Security
 - b. Self-actualization
 - c. Social
 - d. Self esteem
 - e. Physiological
6. Which of the following is a component of Job analysis?
 - a. Job posting
 - b. Interviewing
 - c. Anticipation of future employment levels
 - d. Reference checks
 - e. None of the above
7. Which of the following is a responsibility associated with human resource management
 - a. Procurement of equipment
 - b. Disposal of equipment
 - c. Installation of laboratory equipment
 - d. Maintenance of work force
 - e. None of the above
8. Which of the following is a role of a team leader?
 - a. Anticipation of future employment requirements
 - b. Preparing annual financial budget
 - c. Developing collaborative relations
 - d. Identification of industry trends
 - e. Recruitment of personnel
9. The following areas of questioning in the interview process are inappropriate except?
 - a. References
 - b. Age
 - c. Organizations worked for
 - d. Experience
 - e. Long term plans

10. Which of the following is an outcome of an equipment maintenance program?
 - a. Work interruptions
 - b. Minimal wastage of reagents
 - c. Improves quality of results
 - d. Reduces variation of results
 - e. Improves safety
11. Which of the following is not a component of equipment management
 - a. Retiring equipment
 - b. Selection
 - c. Calibration
 - d. Troubleshooting
 - e. Financial management
12. Which of the following should not be included in a job description
 - a. Job duties
 - b. Position title
 - c. Qualifications
 - d. Job securities
 - e. Experience
13. Which of the following factors is not needed for an effectiveness employee performance appraisal
 - a. Job description
 - b. Organizational standards
 - c. Written evaluation
 - d. Employer - employee discussions
 - e. Employee participation
14. Which of the following refers to the structure of various departments in a laboratory?
 - a. Administration table
 - b. Laboratory directory
 - c. Report of contact
 - d. Organizational chart
 - e. Departmental table
15. Which one of the following is not a management style?
 - a. Autocratic
 - b. Consultative
 - c. Formal
 - d. Democratic
 - e. Coercive
16. What is the meaning of the abbreviation FTE
 - a. Full time equivalent
 - b. Full time expenditure
 - c. Fixed total expenditure
 - d. Fixed total entity
 - e. Fixed total earning

17. What must a laboratory have so that quality results are reported?
- SOP
 - LPO
 - PRO
 - WHO
 - None of the above
18. Which of the following is true of performance appraisal?
- It determines salary increases
 - Required for maintenance of employee records
 - Done as part of fund raising for an organization
 - Done to determine industry trends
 - Required for future employment levels
19. The following are functions of human resource management except?
- Deciding the staff needs in an organization
 - Hiring and training employees
 - Deciding upon employee benefits
 - Maintaining employee records
 - Fund raising for the organization
20. Define physical inventory
- The process of counting by hand the total number of each commodity in store
 - The process that involves estimating quantities of items to be procured
 - The process of purchasing commodities
 - The process of disposal of commodities
 - None of the above
21. The following are 'problems associated with SOP except?
- Old SOP are not removed from work site
 - Poor documentation of gaps
 - Difficulty in dealing with change
 - Making adherence to SOP a job requirement
 - We have always done it this way attitude
22. The following are included in a laboratory safety program except?
- Employee education and training
 - Guidance for storage and shipment of materials
 - Waste disposal protocols
 - Guidelines you appropriate safety practices
 - Budget towards safety
23. The following are guidelines for management of laboratory stores except
- Observe FEFO rules when removing items from stores
 - Store test kits in separate locations
 - Expired kits should never be used for training
 - Separate damaged products from usable ones
 - Store products to facilitate stock taking

24. Which of the following is associated with self-actualization
- Inner potential
 - Intimacy
 - Shelter
 - Clothing
 - Sleep
25. The following practices should not be done except
- Store chemicals on top of high cabinets
 - Store corrosive chemicals above eye level
 - Expose reagents to heat
 - Use from hoods as a storage area
 - Keep an inventory of materials in the refrigerator
26. What is horizontal communication?
- The communication generated by business activities of an organization
 - Formal messages that are channeled through hierarchical network of an organization
 - The activity that occurs during the normal conduct of business among department
 - Live discourse in which all parties exchange ideas and information
 - None of the above
27. When a manager does not possess the expertise to implement change, the following strategy is required
- Facilitation and support
 - Participation and involvement
 - Negotiation and agreement
 - Manipulation and corruption
 - Forcing one's decision
28. The standard operating procedure manual contains all of the following except
- Purpose
 - Principle
 - Safety
 - Author
 - Budget
29. Which of the following refers to a program where the overall activities conducted by an institution are directed towards assuring the quality of products and services provided?
- Quality control
 - Quality assurance
 - Total quality management
 - Continuous quality improvement
 - Quality improvement
30. What is the strategic process of attracting and maintaining a customer base called?
- Marketing
 - Discretionary factors
 - Market environment
 - Product differentiation factors
 - Labour force analysis

Section B

31.

- a.** Explain the importance of logistics management (**10 marks**)
- b.** Compare leadership versus management (**10 marks**)

32.

- a. Distinguish between quality assurance and quality control (10 mks)
- b. Describe two types of leadership style (10 mks)