



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN PHARMACEUTICAL TECHNOLOGY

APM2211 : SOCIAL ADMINNISTARTIVE PHARMACY III

SPECIAL/ SUPPLIMENTARY EXAMINATIONS

SERIES: SEPTEMBER 2018

TIME: 2 HOURS

DATE: Pick Date Sep 2018

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **THREE** Section(s). Attempt All questions in section A and B and any two questions in section C.

Circle the correct answer in section A.

SECTION A: 40 MARKS ANSWER ALL QUESTIONS

1. Which of the following is **not** an advantage of written communication?
 - A. Transmissions is flexible
 - B. A record is available
 - C. Immediate feedback of information
 - D. Used to confirm oral communication
2. If your objective is to train a new computer consultant, what would be your general goal?
 - A. To inform
 - B. To teach
 - C. To persuade
 - D. To entertain
3. The managerial function characterized by considerations such as the chain of command, division of Labour and assignment of responsibility is termed as:
 - A. Leading

- B. Organization
 - C. Controlling
 - D. Planning
4. A specific commitment to achieve a measurable result within a given time frame is called
- A. Mission
 - B. Aim
 - C. Objective
 - D. Strategy
5. Which of the following methods of waste disposal is **not** recommended for pharmaceuticals?
- A. Medium temperature incineration
 - B. Burning in open containers
 - C. Waste immobilization
 - D. Waste inertilization
6. Which of the following levels of communication is **not** formal?
- A. Group level
 - B. Interpersonal level
 - C. Intrapersonal level
 - D. Public level
7. When choosing a method of solid waste disposal, consideration should be given to all the following, **except**:
- A. Type of solid waste
 - B. Availability of dumping sites
 - C. Climatic conditions
 - D. Altitude of the area
8. The first step in the management of a rescued drowning casualty is
- A. Giving artificial breathing
 - B. Removing water from the airways
 - C. Warning the casualty
 - D. Checking the pulse
9. Identify which among the following is not a basic requirement to open a community pharmacy premise.
- A. Lockable shelves or draws
 - B. Running water hence taps and sinks
 - C. Appropriate weighing balance
 - D. Computer for proper record keeping
10. Which of the following personal space levels is **most** appropriate when counseling a patient on medication use?
- A. General space
 - B. Sociable space
 - C. Personal area

D. Intimate area

11. Which of the following is not a caution when escaping from a fire?
- A. Re-enter a burning building to collect personal belongings
 - B. One should not use lifts for faster evacuation
 - C. Move anything on fire
 - D. Fight a fire if it puts one's safety at risk.
12. Which one of the following is not classified as a defense mechanism by Freud's personality development?
- A. Repression
 - B. Rejection
 - C. Projection
 - D. Sublimation
13. Management involves the following; except:
- A. Taking place within a structured organizational setting and with prescribed roles
 - B. Directed towards the attainment of aims and objectives
 - C. Achieved through individual efforts of the manager
 - D. Using systems and procedures
14. Which of the following is **not** an example of non-verbal communication?
- A. Frowning
 - B. Interview
 - C. Silence
 - D. Smiling
15. The interpersonal role which involves the manager in horizontal relationships with an individual or groups outside their unit or outside the organization is described as
- A. Figure-head role
 - B. Leader role
 - C. Liaison role
 - D. Executive role
16. Which of the following **best** describes management?
- A. Management is an art
 - B. Management is a science
 - C. Management is neither a science or an art
 - D. Management is a combination of both science and art
17. The following are disadvantages of written communication, **except**;
- A. Transmission is flexible
 - B. No immediate feedback
 - C. It is time consuming
 - D. It is expensive in terms of resources
18. The following are reasons for communication within an organization; **except**:

- A. Exchange information
 - B. Execute decisions
 - C. To clearly state objectives
 - D. To market the organization
19. Determination of objectives and formulation of policy for an organization as a whole is the responsibility of
- A. Management
 - B. Board of directors or equivalent
 - C. The chief executive officer
 - D. Individual departments
20. Which of the following factors is not important when choosing a communication media?
- A. Subject
 - B. Audience
 - C. Location of media house
 - D. Cost
21. The following are traditional forms of communication **except**:
- A. Messengers
 - B. Gestures
 - C. Smoke
 - D. Drums
22. The following are impacts of poor communication in an organization **except**;
- A. Motivated staff
 - B. Time wasting
 - C. Reduced efficiency
 - D. Reduced productivity
23. The following are safety precautions for storing and retrieving information **except**;
- A. Information should be password protected
 - B. Information should be stored in fireproof cabinets
 - C. It should be easily accessible to all people
 - D. All information should be backed up
24. Which **one** of the following is a Public Relations tool?
- A. Impressions
 - B. Social media
 - C. Mentions
 - D. Audiences
25. The following are advantages of a nuclear family **except**;
- A. Flexibility in relocating
 - B. There is security and safety
 - C. There is privacy
 - D. Financial stability
26. The founder of the psychoanalytic theory of personality was;
- A. Carl Rogers

- B. Abraham Maslow
 - C. Eysenck Hans
 - D. Sigmund Freud
27. Flammable liquids are classified under:
- A. Class A fires
 - B. Class B fires
 - C. Class C fires
 - D. Class D fires
28. The management school of thought which matches different management methods to different situations is called:
- A. Scientific approach
 - B. Human relations approach
 - C. Contingency approach
 - D. Managerial roles approach
29. The following are functions of management **except**;
- A. Planning
 - B. Micro-management
 - C. Organizing
 - D. Coordinating
30. The following are principles of planning **except**;
- A. Passion
 - B. Influence
 - C. Span of control
 - D. Flexibility
31. “A **one best way**” to get the job well done describes the;
- A. Administrative theory
 - B. Contingency theory
 - C. Systems theory
 - D. Scientific theory
32. The following are safety needs as described by Maslow **except**;
- A. Retirement plan
 - B. Food
 - C. Insurance
 - D. Job security
33. The management style where only the information that indicates a significant deviation from the actual results is brought to manager’s attention is:
- A. Management by crisis
 - B. Management by exception
 - C. Management by objective
 - D. Management by wandering around
34. The type of organizational structure that leads to creation of departments which perform specific duties is known as:
- A. Functional structure

- B. Geographical structure
 - C. Matrix structure
 - D. Divisionalized structure
35. The following are principles of organization **except**;
- A. Unity of command
 - B. Scalar chain
 - C. Specialization
 - D. Competence
36. The diagrammatic representation of the organizational set up which shows the line of authority from top to bottom is referred to as:
- A. Organization chart
 - B. Organizational structure
 - C. Formal structure
 - D. Informal structure
37. The following is an advantage of delegation to the organization:
- A. Creates morale and motivation
 - B. Basis of organizing
 - C. More time for the supervisor's work
 - D. Training and development
38. The principle of delegation where the superior listens and accepts suggestions made by subordinates is known as:
- A. Receptiveness
 - B. Effective control
 - C. Centralization
 - D. Micro-management
39. The process of determining whether a firm's marketing decision is right or wrong is referred to as:
- A. Moral marketing
 - B. Ethical marketing
 - C. Promotion
 - D. Competitor monitoring
40. You can profile your competitors using the following **except**;
- A. Their supply chains
 - B. Their marketing tactics
 - C. Their pricing
 - D. Their losses

SECTION B 40 MARKS ANSWER ALL QUESTIONS

- 41. List four barriers to effective communication (4marks)
- 42. Outline the **main** steps to be followed when conducting an effective meeting (4 marks)
- 43. Explain **four** purposes of planning (4marks)
- 44. Highlight **four** characteristics of informal structures in an organization (4 marks)
- 45. Explain **two** sources of recruitment of human resources in an organization (4 marks)

46. State **four** factors to consider when choosing a distribution channel in marketing (4 marks)
47. State **four** types of leave in an organization (4 marks)
48. Outline **four** internal motivating factors for individuals in an organization (4 marks)
49. Outline any **four** possible causes of mental retardation. (4 marks)
50. Outline any **four** general principles of managing substance abuse (4 marks)

SECTION C 40 MARKS ANSWER ONLY TWO QUESTIONS

51. Discuss the safety precautions to prevent danger occurring in the pharmacy as a result of the following sources;
- (a) Gas cylinders (10 Marks)
 - (b) Flammable chemicals (10 marks)
52. (a) Discuss any **four** management schools of thought (12 marks)
- (b). Explain the **four** management styles (8 marks)
53. (a) Define the term “**marketing**” (2 marks)
- (b) Outline the two-fold goal of marketing(2marks)
 - (c) Explain the following concepts in marketing
 - (i) Customer value (3 marks)
 - (ii) Customer satisfaction (3 marks)
 - (iii) Quality (4 marks)
 - (d) Differentiate between “**selling**” and “**marketing**” concepts (6 marks)