



TECHNICAL UNIVERSITY OF MOMBASA

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FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF MEDICAL SCIENCES

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN PHARMACEUTICAL TECHNOLOGY

APM2309: SOCIAL AND ADMINISTRATIVE PHARMACY V

END OF SEMESTER EXAMINATIONS

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.**

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**SECTION A: ANSWER ALL QUESTIONS**

1. The individual approach to health education includes
  - a) Lectures
  - b) Group or panel discussion
  - c) Workshop seminars
  - d) Counselling
2. Main approach to health education includes
  - a. Newspaper
  - b. Counselling
  - c. Clinic consultation
  - d. On site visit
3. The three types of inspection in quality assurance program include all the following EXCEPT:
  - a. Study – based inspection
  - b. Project – based inspection
  - c. Facility – based inspection
  - d. Process – based inspection
4. The industrial property act Cap 509 can be described as
  - a. An act of parliament to make provisions with respect to the control of the possession of license for trafficking in drugs made in the industry
  - b. An act of parliament to make provision for industrial property

- c. An act of parliament to provide for the promotion of inventive and innovative activities to facilitate acquisition of technology thru the grant and regulation of patents, utility models, techno-vations and industrial designs
  - d. An act of parliament to prohibit trade and manufacture of counterfeit goods
5. Law is a set of rules that are usually enforced. This means
    - a. It is applicable to everyone
    - b. It is not biased
    - c. Members of society must be compelled to obey it
    - d. Individuals have the freedom to do what they want
  6. All the following are necessary to ensure that the pharmaceutical technologist remains competent at work EXCEPT
    - a. Continuous medical education
    - b. Continuous professional development
    - c. Reading journals
    - d. Consistent raising of salaries
  7. Risk management in clinical governance involves
    - a. Not taking any risks at all costs
    - b. Minimizing risks as part of any quality assurance programme
    - c. Preventing risk ventures
    - d. Avoiding risky activities that may affect quality of health care
  8. In reference to Cap 244, a medicinal substance may mean all the following EXCEPT
    - a. Any medicine for treating or preventing disease
    - b. Any medicine for diagnosing a disease
    - c. Any substance interfering with the physiological function of the body
    - d. Any product of plants used to cure diseases
  9. Opium that has undergone the processes necessary to adopt it for medicinal use is
    - a. Poppy straw
    - b. Opium poppy
    - c. Medicinal opium
    - d. Opium
  10. Any substance in the third schedule is
    - a. Opium
    - b. Prohibited plant
    - c. Psychotropic substance
    - d. Trafficked plant
  11. Any substance specified in the second schedule or anything that contains any substance specified in that schedule is
    - a. Psychotropic substance
    - b. Prohibited plant
    - c. Trafficked plant
    - d. Medicinal substance
  12. The convention on psychotropic substances adopted by the United Nations conference act Vienna in February 1971 is the
    - a. County convention
    - b. National convention
    - c. Universal convention

- d. International convention
13. The substance that belongs to the second schedule is
- a. Cocaine
  - b. Pethidine
  - c. Psilocybine
  - d. Thebaine
14. For maximum benefit to the organisation, managers need to factor in external environmental forces which are
- a. Personal, political
  - b. Regulatory, personal
  - c. Technological, interpersonal
  - d. Globalisation, societal
15. Henry Fayol's classical definitions of "functions" has now been modified to
- a. Plan – organise- lead- control
  - b. Interpersonal- Informational- Decisional
  - c. Technical- Human- Conceptual
  - d. Plan- organise- control- lead- decisional
16. The ability to influence a group towards achievement of goals is
- a. Leadership
  - b. Motivation
  - c. Communication
  - d. Control
17. The willingness to exert high level of effort towards goals is
- a. Leadership
  - b. Motivation
  - c. Communication
  - d. Control
18. The transference and understanding of meaning is
- a. Leadership
  - b. Motivation
  - c. Communication
  - d. Control
19. All the following apply to the interpersonal roles of a manager EXCEPT
- a. Figurehead
  - b. Leader
  - c. Liaison
  - d. Spokesperson
20. . All the following apply to the decisional roles of a manager EXCEPT
- a. Entrepreneur
  - b. Figurehead
  - c. Trouble-shooter
  - d. Negotiator
21. Inputs or resources managers deal with are all the following EXCEPT
- a. Man
  - b. Materials
  - c. Money
  - d. Machines

22. . The PPB board shall meet
- 3 times a year
  - 4 times a year
  - When it deems necessary
  - 2 times a year
23. The registrar of the board is the
- Director of medical services
  - Chief pharmacist
  - Director of veterinary services
  - Pharmacist
24. All the following are corrections that can be applied in the register EXCEPT
- Delete from register name of registered pharmacist
  - Delete from register name of registered pharmacist he deems necessary
  - Delete from register any entry the board directs him to delete
  - Make from time to time any necessary alteration in the register, deletions, insertions etc
25. An occurrence either natural or man-made that causes human suffering and creates human needs that the victim cannot alleviate without assistance is a
- Incidence
  - Disaster
  - Disruption
  - Death
26. The following statement is **true** regarding casual employment
- The employee is put on a job, then suitability and ability are assessed
  - Employees are entitled to the usual rights and benefits of employment
  - Employees are paid in form of wages
  - The employment contract sets a retirement date
27. The body that represents employers in a collective bargaining process is known as;
- Central Organization of Trade Unions
  - Federation of Kenyan Employers
  - Industrial Court
  - Kenya Association of Employees
28. The phase of products life cycle where profits slowly rise is referred to as:

- A. Accelerated growth
- B. Break-even phase
- C. Innovation phase
- D. Decline phase

29. The ultimate responsibility which managers **cannot** delegate is;

- A. Authority
- B. Power
- C. Control
- D. Accountability

30. Theory X of management is;

- A. Authoritarian
- B. Liberating and developmental
- C. Empowering
- D. Achievement oriented

31. The following are the common project management functions except:

- A. Planning
- B. Control
- C. Team development
- D. Authority
- E. None of the above

32. The following are the sources of Health Information Systems in a health system Except

- A. Ministry of Health
- B. National statistics
- C. Household surveys
- D. Community health workers
- E. None of the above

33. The following are functions of money **except**:

- A. Standard of deferred payment
- B. Medium of exchange
- C. Measure of inflation
- D. Unit of account

34. The measure of output from a production process per unit of input is known as;

- A. Effectiveness
- B. Feasibility
- C. Productivity
- D. Cash flow

35. Which of the following statements is **true** concerning the Annual Practicing License?

- A. It is valid for life
- B. It expires one year from the date issue
- C. It expires the 31<sup>st</sup> day of December in the year of issue
- D. It is transferable

36. The following are principles of management except.

- a) Stability of tenure
  - b) Unity of command
  - c) Unity of direction
  - d) None
37. A collection of components that work together to achieve a common objective.
- a) Health information systems
  - b) System
  - c) Health management information system
  - d) Information system
38. The following are ways to make a job more interesting except
- a) Placing routines in a job
  - b) job rotation
  - c) job enlargement
  - d) job enrichment
39. People react to change in the following ways except
- a) Regretting
  - b) Resistance,
  - c) Confusion,
  - d) Exploration
40. Which of the following management *gurus* defined management as “the art of getting things done through people”?
- a) Peter Drucker
  - b) Mary Parker Follet
  - c) Henri Fayol
  - d) Henri Mintzberg

**SECTION B 40 MARKS: ANSWER ALL QUESTIONS**

41. Differentiate between primary and secondary data in marketing research (4 marks)
42. Outline any **two** sources of information needed by marketing managers to carry out their work (6 marks)
43. Explain the meaning of the following terms as used in listening and questioning skills in medication counseling and give **one** example of each:
- (a) Open –ended questions (3 marks)
  - (b) Closed –ended questions (3 marks)
44. Explain the difference between the term’s “**management**” and “**administration**”. (4marks)
45. State four factors to consider when choosing a distribution channel in marketing (4 marks)
46. Differentiate between Part I and Part II poisons (4marks)
47. List any four advantages of written communication in business setup (4 marks)
48. Outline the functions of money (4marks)
49. Define the essential medicines and their concepts (4marks)
50. List at least 4 drugs that can’t be imported/ manufactured without the written consent of the DMS (4marks)

**SECTION C 40 MARKS: ANSWER ONLY TWO QUESTIONS**

51. A) Discuss the functions of the PPB (10 marks)

B) Discuss **six** general principles of good counseling and pharmacy practice while dispensing (12 marks)

52. A) Discuss the types of community pharmacies. (10marks)

B) What are the roles of a pharmacy technician in a community pharmacy? (10marks)

53. a) Discuss the functions of the Registrar of the PPB (10marks)

b) define the following terms as per the narcotic drugs and psychotropic substances

- i) psychotropic substances
- ii) registered pharmacist
- iii) trafficking
- iv) premises
- v) medicinal opium (10marks)