



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)
(A Centre of Excellence)

Faculty of Applied & Health Sciences

DEPARTMENT OF MEDICAL SCIENCES

DIPLOMA IN PHARMACEUTICAL TECHNOLOGY
(DPT 10J/M)

APM 2301: SOCIAL & ADMINISTRATIVE PHARMACY (SAP)

SPECIAL/SUPPLEMENTARY EXAMINATION

SERIES: OCTOBER 2012

TIME ALLOWED: 2 HOURS

Instructions to Candidates:

You should have the following for this examination

- *Answer Booklet*

This paper consists of sections **A, B & C**

Answer **ALL** questions in section **A & B**

Answer any **THREE** questions in section **C**

This paper consists of **EIGHT** printed pages

SECTION A (ANSWER ALL QUESTIONS – 1 MARK EACH)

1. In the process of communication, one of the roles of the receiver is:
 - a) Encoding
 - b) Ideation
 - c) Decoding
 - d) Transmission

2. The main purpose of recruitment in an organization is to:
 - a) Identify the desired talents and skills among prospective employees
 - b) Scrutinize application forms of prospective employees
 - c) Conduct the final selection for prospective employees
 - d) Facilitate physical and/or medical examination of applicants

3. The job description of a Liaison Officer in an organization is to:
 - a) Initiate and/or maintain communication and compensation between units both within and outside the organization
 - b) Determine how many and what type of personnel are required
 - c) Assign specific individual to project in an organization
 - d) Conduct job evaluation and human resource planning

4. At what stage in the development of a child is the strongest bond of affection directed towards a specific individual formed?
 - a) 0 – 5 months
 - b) 6 – 8 months
 - c) 1 – 5 years
 - d) 13 – 19 years

5. Olfactory hallucinations are defined as an illusion of:-
 - a) Seeing something that is actually not present
 - b) Smelling something that is not present
 - c) Hearing sound that are not present
 - d) Sensing a physical touch that is not present

6. Which of the following set of behaviors are defence mechanism expressions.
 - a) Biting, yawning, sneezing
 - b) Denying, repressing, projecting
 - c) Sulking, fighting, feeling guilty
 - d) Grunting, staring, gasping

7. Most people express emotions by gritting their teeth and clenching fists to indicate:
 - a) Fear
 - b) Affection
 - c) Disapproval
 - d) Anger

8. The type of questions recommended for a counselor to use to enable the counselor to provide more information about the subject of discussion in a counseling session are:
 - a) Closed-ended questions
 - b) Open-ended questions
 - c) Probing questions
 - d) Questionnaire type of questions

9. The following clinical manifestations may occur on abrupt withdrawal from abuse of a dependence substance except:
 - a) Tremors
 - b) Hallucinations
 - c) Confusion
 - d) Fever

10. The Classical Theory of Management that was introduced by Max Weber is:
 - a) Scientific management
 - b) Administrative management
 - c) Functional management
 - d) Bureaucratic management

11. Neo-classical theory that was pioneered by Elton Mayo is called:
 - a) Structural Theory of Management
 - b) Systems Approach of Management
 - c) Human Relations and Behavioral Sciences Approach
 - d) Technical and Qualitative Sciences

12. Which of the following is not a function of staffing in an organization?
 - a) Remuneration of personnel
 - b) Selection of personnel
 - c) Training of personnel
 - d) Recruitment of personnel

13. According to D. Mc Gregory's Theory X management assumptions on human behavior about work, employees:
 - a) Like work and it is as natural as rest and play
 - b) Avoid responsibility
 - c) Cannot direct their own behavior
 - d) Are resistant to change

14. Marketing processes in an organization involve the following except:
 - a) Marketing research
 - b) Determination of plant lay-out
 - c) Advertising
 - d) Surveying the home market

15. According to the Laws of Kenya the Chairman of the Pharmacy & Poison's Board should always be the:
- Chief Pharmacist
 - Director of Medical Services
 - Minister of Health
 - Permanent Secretary of the Ministry
16. During a verbal communication process, a body language conveys a large percentage of the message. Which of the following is not a body language component?
- Tone of voice
 - Facial expression
 - Gestures
 - Body posture
17. The type of communication indicated below does not involve a speaker and an audience
- Interpersonal communication
 - Group communication
 - Interpersonal communication
 - Public communication
18. Which of the following factors may not be important when choosing a communication media:
- Cost
 - Audience
 - Subject
 - Location of the media house
19. The following may lead to mental retardation except:
- Genetic conditions
 - Problems during pregnancy
 - Problems at birth
 - Traumatic events in childhood
20. Which of the following social situations increase vulnerability to illness as a result of stress?
- Level of education
 - Ethnicity
 - Personality trait
 - Social class
21. The following psychological treatment are used to help people to cope with stress related illnesses except:
- Teaching relaxation techniques
 - Stress management harming
 - Educating people on prevention of physical disease
 - Re-assurance to allay unnecessary fears

22. Abraham Maslow's hierarchy of needs adopts one of the following order of needs:
- Safety, basic physiological, esteem, belonging and love, self-actualization needs
 - Basic physiological, safety, belonging and love, esteem, self-actualization
 - Esteem, safety, basic physiological, belonging and love, self-actualization
 - Self-actualization, esteem, basic physiological, belonging and love, safety needs
23. Which one of the following cannot be handled in a First Aid procedure?
- Burns
 - Bleeding
 - Shock
 - High blood pressure
24. Which of the following is not a First Aid procedure:
- Connect bandaging of a wound
 - Application of splints for fractures/dislocation
 - Preparing a blood slide for individual suspected to be having malaria
 - Effective methods of cardiovascular resuscitation/artificial respiration
25. Identify what is not a basic requirement to open a pharmacy premises
- Lockable shelves/draws
 - Taps/sinks
 - Weighing balance, tile slab, mortar/pestle etc
 - Computer for proper record keeping
26. What is fire about a hospital pharmacy?
- Serves patient with or without prescriptions
 - Serves people direct from the general public
 - All medicines must be issued on prescription/drug order
 - All prescriptions dispensed must be entered in a prescription book
27. Which of the following is not among the required documents for operating a, private pharmacy in Kenya?
- Certificate of registration as a pharmacist
 - Certificate of emolument as a pharmaceutical technologist
 - Certificate of registration of premises
 - Certificate of registration as a member of Kenya Medical Association
28. Which of the following is not the aim of First Aid treatment?
- To sustain life
 - To prevent the condition from worsening
 - To promote recovery
 - To establish the level of blood in a bleeding casualty
29. According to Maslow's Theory of Motivation, the following are characteristics of those who have achieved self-actualization except:
- They are not risk takers
 - They do not give up
 - They see opportunities and not failures

- d) They are focused, ambitious and hardworking
30. Sales forecasting tries to predict how much of a product will be sold. Which of the following forecasts is mostly recommended for firms?
- a) Most optimistic forecast
 - b) Most likely forecast
 - c) Worst forecast
 - d) Most unlikely forecast
31. The following are authorized by Pharmacy and Poisons Act (Cap 244) to dispense Part I poisons EXCEPT:
- a) Duly qualified veterinary surgeon
 - b) Duly qualified dentist
 - c) Duly qualified medical practitioner
 - d) None of the above
32. The person whose name is deleted from the register for whatsoever reason shall:
- a) Display the Certificate of Registration in the original office
 - b) Submit the Certificate of Registration to the regional office for safe custody
 - c) Submit the Certificate of Registration to Registrar for cancellation
 - d) Submit the Certificate of Registration to the Registrar for renewal
33. Which of the following is NOT the duty of the Registrar to the Pharmacy and Poisons Board?
- a) Preside at all meetings of the Board
 - b) Enter all details of all businesses conducted or transacted at Board Meetings in a minute book
 - c) Keep a register and a roll for Pharmacists and Pharmaceutical Technologists respectively
 - d) Issue a Certificate of Registration to Pharmacists
34. The Board is mandated to prepare and submit to Minister responsible for health. This list is divided into TWO parts namely:
- a) Part I and Part II poisons
 - b) Schedule I and Schedule II poisons
 - c) Class I and Class II Poisons
 - d) Group I and Group II Poisons
35. Every Licence issued by the Pharmacy and Poisons Board expires on _____ of every year.
- a) 30th June
 - b) 1st March
 - c) 31st December
 - d) 30th September
36. The following reference books are recognized by the Pharmacy and Poisons Act EXCEPT:
- a) British Pharmaceutical Codex (B.P.C)
 - b) International Pharmacopoeia (I.P)
 - c) British Pharmacopoeia (B.P)
 - d) British National Formulary (B.N.F)

SECTION B (Answer ALL questions)

31. What do you understand by the term 'First Aid'? (2 marks)
32. Explain the difference between hallucination and delusion (4 marks)
33. List the requirements needed for any person, intending to do business of a pharmacist before he, she or it is allowed to operate a community (retail) pharmacy outlet under the Pharmacy and Poisons Act (CAP 244) (4 marks)
34. Define the following terms as used in Pharmacy and Poisons Act (Cap 244)
- a) 'Dispense' (2 marks)
 - b) Authorized Officer (2 marks)

SECTION C (Answer any THREE questions)

35. (a) Explain the importance of putting matters in writing. (4 marks)
- (b) Why is communication important in organizations? (2 marks)
- (c) Briefly discuss the seven stages in the communication cycle. (14 marks)
36. (a) Define the following:
- i) Assimilation
 - ii) Accommodation (4 marks)
- (b) Briefly discuss FOUR causes of cognitive development (8 marks)
- (c) What is Parallel Distributed Processing (PDP) (2 marks)
- (d) Explain the Vygotskiari theory (2 marks)
- (e) Why is it important for a child to have friends? (2 marks)
- (f) How can children who lack friends be assisted. (2 marks)
37. (a) Briefly discuss the seven functions of management (14 marks)
- (b) Why is management both a Science and an Art? (4 marks)
- (c) What is mission? (2 marks)
38. (a) Describe the developmental stages in human life. (12 marks)
- (b) What is a marketing channel? (2 marks)
- (c) When would you use the market segmentation approach as a marketer? (2 marks)

- (d) Why is advertising impersonal? (2 marks)
- (e) Why is market research important? (2 marks)
32. Medical and Pharmaceutical representatives carry out promotional activities on behalf of manufacturers and distributors. Briefly discuss the legal and ethical requirements of these medical and pharmaceutical representatives in their course of discharging their duties. (10 marks)
33. Miss Tricky Pendo comes to Uzuri Pharmacy and asks for Benylin with codeine®. She is sold one bottle and immediately asks to be sold DF 118® (Codeine tablets) over the counter as well. The pharmacist declines to sell: (6 marks)
34. List and explain briefly any FOUR types of pharmacy (4 marks)