



KENYATTA UNIVERSITY
UNIVERSITY EXAMINATIONS 2011/2012
INSTITUTIONAL BASED PROGRAMME (IBP) (AUGUST SESSION)
EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE
MEDICAL LABORATORY

HML 402: LABORATORY MANAGEMENT, ETHICS AND LAW

DATE: Thursday 3rd May 2012

TIME: 2.00p.m – 4.00p.m

INSTRUCTIONS:

SECTION A: ANSWER ALL QUESTIONS (5 MARKS EACH)

1. Outline the purpose of an organization chart (5 mks)
2. Describe the layout of a diagnostic laboratory.
3. Planning is one of the functions of laboratory management. Outline the importance of planning (5mks)

SECTION B: ANSWER ANY ONE QUESTION (20 MARKS EACH)

4. a) Discuss the laboratory physical design features that should be considered by the potential laboratory designer (10 mks)
b) Discuss the barriers to planning in a laboratory management. (10mks)
5. a) Discuss the functions of a laboratory manager (10mks)
b) Discuss five functions of the Kenya Medical Laboratory Technician and Technologist Board (KMLTTB) (10mks)

SECTION C: 30 MCQS: ANSWER ALL QUESTIONS, ½ MARK EACH

1. The term management style means:
 - a. The way a manager adopts when dealing with subordinates.
 - b. Staff relationship.
 - c. Characteristic of committee meeting.
 - d. Name of the above.
2. Employees of any company e.g. laboratory are motivated by the following except:
 - a. Physiological needs.
 - b. Security needs.

- c. Social needs.
 - d. Good relationship
3. The following are advantages of management by objectives except:
- a. Extremely time consuming.
 - b. Supervisors and subordinates are obliged to communicate.
 - c. It encourages cooperation and motivation.
 - d. Employees are compelled to consider their roles.
4. What is MBE in full
- a. Management by exception
 - b. Management by acceptance
 - c. Management by excellence.
 - d. Name of the above
5. The following are qualities of an effective leader except:
- a. Lack of awareness of others opinion
 - b. Sound health
 - c. Empathy
 - d. Self confidence.
6. The following are the advantages of organization chart except:
- a. Efficiency of the organization.
 - b. It shows line of criminal
 - c. It shows clear responsibility for works
 - d. Lines of communication are indicated
7. In the horizontal organization chart, the managers are responsible to:
- a. Board of direction.
 - b. Managing director
 - c. General manager
 - d. Name of the above
8. All the following are the objectives of labour welfare except:
- a. To win over employees loyalty
 - b. To boost the morale of employees
 - c. To save corporate taxes

- d. To make more recruitment.
- 9. The following are maintenance factor of employer in a laboratory organization except:
 - a. Company administration
 - b. Job security
 - c. Working condition
 - d. Feeling of achievement
- 10. Motivational factors are related to:
 - a. Content of the job
 - b. External to the job
 - c. Relate to the environment
 - d. Opportunity for growth.
- 11. Planning involves the following except:
 - a. The setting of objectives that are to be achieved.
 - b. Deciding the actions to be taken o achieve them.
 - c. Deciding who will be responsible for the action needed.
 - d. Facts and considered results.
- 12. The following is true about planning except:
 - a. Its an intellectual process
 - b. Is based on objectives
 - c. Is flexible
 - d. It increases uncertainty and change.
- 13. Plans can be divided into the following except:
 - a. Strategic plan
 - b. Tactical plan
 - c. Operational plans
 - d. Broad plans
- 14. Tactical plans are mainly associated with the:
 - a. Middle management
 - b. Top management
 - c. Lower level management
 - d. Rate of the above

15. The time frame for planning can be divided into the following except:
- Long range planning
 - Intermediate planning
 - Short range planning
 - Slightly short range planning.
16. The following are ways of avoiding the barriers of planning except:
- Top management should set the goals of which the other managers should follow.
 - Planners should recognize the limits
 - Communication
 - Lack of alternative action by managers.
17. A strategy is:
- A specific pattern of decision and action adopted by managers.
 - Responsibility of the top level management
 - Is the aspect of management
 - Name of the above.
18. The process of strategic planning involves.
- Define the mission and major goals of the organization.
 - Mission and vision are used interchangeably.
 - Do not adopt organizational strategic structures.
 - Name of the above.
19. What is a vision:
- The role of business defined by society in which the organization operates.
 - The unique purpose/aim of the company different from others.
 - Objectives to be attained.
 - Name of the above.
20. What is a mission
- The unique purpose/aim of the company different from others.
 - The role of business defined by society in which the organization operates.
 - Strategic structures
 - Name of the above

21. What is a goal
- Is a desired future state that a company intends to attain.
 - The specific targets that are designed to attain the goal.
 - Basic framework and sense of direction of activities.
 - None of the above.
22. Programmed decisions are:
- Those decisions that are made in accordance with some habit, rule or procedures.
 - Written policies.
 - Unwritten policies
 - None of the above
23. Non programmed decisions are:
- Those that deal with unusual or unique problem
 - Made with some habit
 - Deal with complicated issues
 - None of the above.
24. The following is involved during decision making process except:
- Define the problem
 - Develop alternative solution
 - Gather information pertinent to alternative
 - Rational problem solving
25. Define the word problem.
- Is a situation hat prevents the organization from achieving one or more of its objectives.
 - Symptoms of a problem.
 - Situation hat blocks the achievement of an organization.
 - None of the above.
26. The following are the roles of a laboratory except:
- Disease surveillance.
 - Disease diagnosis
 - Disease treatment
 - Research.

27. The following are factors that must be considered when selecting the material for floor construction except:
- a. Resistant to wear
 - b. Comfortable especially when walking on it.
 - c. Resistant to chemicals spilled on it
 - d. Non inflammable
28. Which material for lab floor is used in the construction of radio active labs:
- a. Linolinium
 - b. Wood
 - c. Terrazzo
 - d. Non of the above.
29. 'Trait' theories of leadership asserted that
- a. Leadership ability is innate
 - b. Leadership ability can be created
 - c. Leadership ability is not innate
 - d. None of the above.
30. The following are significants of industrial relation except:
- a. It helps in economic progress of an economy.
 - b. It helps in establishing and maintaining true industrial democracy.
 - c. It boosts the morale and discipline of workers.
 - d. It does not result in orderliness, effectiveness and efficiency.