



**COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES**  
**DEPARTMENT OF BIOMEDICAL AND MEDICAL LABORATORY SCIENCES**  
**BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS DEGREE**  
**NSLS 300 LABORATORY MANAGEMENT AND ADMINISTRATION**  
**END OF FIRST SEMESTER SUPPLEMENTARY EXAMINATIONS**  
**JANUARY 2021**  
**LECTURER: DR S MUTAMBU**  
**DURATION: 24 HOURS**

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***INSTRUCTIONS***

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1. Write your candidate number on your answer sheets.
  2. Answer any **ONE** question of your choice.
  3. Each full question carries 100 marks
  4. Submit your answer scripts as PDF documents through Moodle ONLY.
  5. Use the following specifications in your answer scripts:  
Font: Times New Roman  
Font size: 12  
Line spacing: 2.0
  6. Credit will be given for logical, systematic and neat presentations.
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**Answer any ONE question**

**Question 1**

In your own words discuss the following aspects of Laboratory Personnel Management:

- a. Roles of a personnel manager (20)
- b. Employee recognition (20)
- c. Job analyses (20)
- d. Job description (20)
- e. Performance appraisal (20)

**[100 marks]**

**Question 2**

Giving examples, discuss in detail Fredrick W. Taylor's **Principles of Scientific Management**.

**[100 marks]**

**Question 3**

**Effective business communication skills** are extremely important for a company's success and productivity. Write a detailed account on this statement.

**[100 marks]**

**END OF EXAMINATION PAPER**