

Candidate Number.....



*"Investing in Africa's Future"*

**COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES**

**DEPARTMENT OF HEALTH SCIENCES**

**BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS**

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**NSLS300: LABORATORY MANAGEMENT AND ADMINISTRATION**

**END OF SEMESTER EXAMINATIONS**

**NOV 2019**

**LECTURER: V. KAMPIRA**

**DURATION: (3 HRS)**

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***INSTRUCTIONS***

1. Write your candidate number on the space provided on top of each page
  2. Answer **all** questions in sections A on the question paper.
  3. Answer **all** questions in section B on separate answer sheets provided.
  4. Answer any **2** questions in section C on separate answer sheets provided
  5. The mark allocation for each question is indicated at the end of the question
  6. Credit will be given for logical, systematic and neat presentations in sections B and C
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**SECTION A: MULTIPLE CHOICE [40MARKS]**

- Answer all questions by encircling the correct response T for TRUE or F for FALSE for each statement in all the questions
- Each correct response is allocated half mark

1. The following are methods of staff motivation

- |   |   |  |
|---|---|--|
| T | F | a)Setting clear mission and vision statements          |
| T | F | b)Adopting a transparent performance management system |
| T | F | c)Offering cheap laboratory tests                      |
| T | F | d)Recruiting a dedicated team of employees             |

2.The principles of Henry Fayol's Theory include

- |   |   |                      |
|---|---|----------------------|
| T | F | a)Division of labour |
| T | F | b)Unity of command   |
| T | F | c)Discipline         |
| T | F | d)Equity             |

3.The process of monitoring performance, comparing it with goals and correcting any significant deviations is known as

- |   |   |              |
|---|---|--------------|
| T | F | a)Planning   |
| T | F | b)Organizing |
| T | F | c)Leading    |
| T | F | d)Evaluating |

4. Which of the following statements best describe an organogram

- |   |   |                        |
|---|---|------------------------|
| T | F | a)organizational chart |
| T | F | b)recruitment method   |
| T | F | c)relative ranks       |
| T | F | d)relationships        |

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5. In the Managerial Grid Model

- |   |   |   |
|---|---|---|
| T | F | a) the evade and elude management style involves managers<br>Paying much attention to the security and comfort of the employees |
| T | F | b) the control and dominate style is where managers find<br>employee needs unimportant  |
| T | F | c) the yield and comply is often used in companies that are on the<br>edge of failure   |
| T | F | d) the contribute and commit has high concern on for people but<br>not production   |

6. The following are assumptions of Theory Y proposed by McGregor regarding workers

- |   |   |  |
|---|---|--|
| T | F | a) they need to be supervised always               |
| T | F | b) they are self-motivated to complete their tasks |
| T | F | c) they are heavily involved in decision making    |
| T | F | d) they need to be threatened to do their work     |

7. The following Organizational Theories emphasize on division of labour

- |   |   |                       |
|---|---|-----------------------|
| T | F | a) Theory Z           |
| T | F | b) Max Weber Theory   |
| T | F | c) Henri Fayol Theory |
| T | F | d) Elton Mayo Theory  |

8. The following are part of expenses of a clinical laboratory

- |   |   |  |
|---|---|--|
| T | F | a) Reagent purchases                       |
| T | F | b) Salaries                                |
| T | F | c) Waste disposal payments                 |
| T | F | d) Processing tests for another laboratory |

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9. Stock cards should

- T     F     a) exclude name of author to maintain confidentiality
- T     F     b) include have all the items in the laboratory listed clearly
- T     F     c) be updated each time an issue is made
- T     F     d) include a summary of the expired items

10. Financial ratios important to a laboratory manager include

- T     F     a) Cost per test
- T     F     b) Labour cost per test
- T     F     c) Profit margin per billable test
- T     F     d) Workload per laboratory scientist

11. Given that total fixed costs of processing LFTs in a month is \$6 000, revenue per test is \$50 and variable cost per test is \$30, how many tests should the lab perform in a month without making a loss

- T     F     a) 75
- T     F     b) 120
- T     F     c) 200
- T     F     d) 300

12. The following are attributes of a good leader

- T     F     a) Trust
- T     F     b) Integrity
- T     F     c) Curiosity
- T     F     d) Honesty

13. Building a positive culture among employees involves

- T     F     a) Mutual respect
- T     F     b) Leading by example
- T     F     c) Empowering employees to make decisions
- T     F     d) Employing contract workers

14. The following are considered to be barriers to effective communication

- T     F     a) language
- T     F     b) filtering
- T     F     c) being emotional
- T     F     d) selective perception

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15. Job aids

- |   |   |  |
|---|---|--|
| T | F | a) are shortened versions of standard operating procedures |
| T | F | b) can be hand-written                                     |
| T | F | c) should be kept in a file to avoid loss                  |
| T | F | d) include stock cards                                     |

16. Regarding inventory control systems

- |   |   |  |
|---|---|--|
| T | F | a) safety stock level is the level of stock used between the time new stock is ordered   |
| T | F | b) lead time stock level is the level of stock at which decisions to re-order may occur  |
| T | F | c) Min stock level/Min quantity is the level of stock that should not be exceeded under normal situations                        |
| T | F | d) Maximum-minimum inventory control system A system that ensures quantities in stock are maintained within an established range |

17. In the break even analysis the following components should be included

- |   |   |                   |
|---|---|-------------------|
| T | F | a) Fixed costs    |
| T | F | b) Budgets        |
| T | F | c) Variable costs |
| T | F | d) Forecasts      |

18. A Rolling budget is characterized by

- |   |   |   |
|---|---|---|
| T | F | a) setting aside money for a specific purpose           |
| T | F | b) often reviewed and revised every quarter             |
| T | F | c) where every expense has to be must be justified anew |
| T | F | d) being mainly used in Government departments          |

19. A laboratory manager who is an honest person and understands how to motivate employees possess the following skill/s

- |   |   |                  |
|---|---|------------------|
| T | F | a) Sales         |
| T | F | b) Interpersonal |
| T | F | c) Managerial    |
| T | F | d) Technical     |

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20. In financial management, laboratory managers should

- |   |   |  |
|---|---|--|
| T | F | a) Use data to prepare budgets for future operations |
| T | F | b) Understand sources of cost information            |
| T | F | c) Determine workload of each laboratory scientist   |
| T | F | d) Know cost of each test                            |

**SECTION B: [20 MARKS]**

**Answer all questions on separate answer sheets provided**

1. Distinguish corrective action from preventive action and briefly explain the importance of the two in quality management systems. [10]
2. State any five functions of a personnel manager. [5]
3. Briefly outline the importance of motivation in a medical laboratory. [5]

**SECTION C: [40 marks]**

**Answer any 2 questions from this section on separate answer sheets provided**

1. By use of a diagram explain the various components and flow of the Logistics cycle. [20]
2. Discuss the benefits and challenges of using a Laboratory Information management system (LIMS). [20]
3. Discuss the ethical principles that apply to a medical diagnostic laboratory. [20]

**Question 4**

- a) What components or factors should you take into consideration to ensure maximum use of a Standard Operating Procedure (SOPs) in a medical laboratory? [5]
- b) State the importance of inventory control in a laboratory. [5]
- c) List any five motivational theories. [5]
- d) Briefly explain the importance of records management in a medical laboratory. [5]