

Candidate Name:.....



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

**DEPARTMENT OF BIOMEDICAL AND LABORATORY SCIENCES**

**BACHELOR OF MEDICAL LABORATORY SCIENCES HONOURS**

**NSLS300: LABORATORY MANAGEMENT AND ADMINISTRATION**

**END OF SEMESTER EXAMINATIONS**

**NOVEMBER 2025**

**LECTURER: MR G. MALUNGA**

**DURATION: 3 HOURS**

***INSTRUCTIONS***

1. Write your candidate number on the space provided on top of each page and on the answer script you will submit
2. Answer **all** questions in sections A on this question paper.
3. Answer **all** questions in section B on a separate answer sheet provided.
4. Answer any **3** questions in section on a separate answer sheet 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

Candidate Name:.....

**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. Job specification involves the following**

- T F a) Job title  
T F b) Marital status  
T F c) Physical attributes  
T F d) Educational qualifications

**5. In the Managerial Grid Model, the**

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

**6. Regarding assumptions of Theory Y proposed by McGregor, workers**

**Candidate Name:**.....

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

**7. The following Organizational Theories emphasize on the division of labour**

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

**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

**9. Stock cards should**

- T F a) exclude name of author to maintain confidentiality
- T F b) include 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) Trustworthy
- T F b) Integrity
- T F c) Curiosity

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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

**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. The functions of communication are to**

T    F    a) Control

T    F    b) Motivate

T    F    c) Educate

T    F    d) Regulate

**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. The following refers to the PDSA Model of quality improvement process**

T    F    a) Develop

T    F    b) Act

T    F    c) Study

T    F    d) Prepare

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

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

**20. The following are part of the analytic stage of the Quality Management System**

- T    F    a) External Quality Control
- T    F    b) Sample accessioning
- T    F    c) Personnel competency
- T    F    d) Equipment Maintenance

**SECTION B: [20 MARKS]**

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

1. Distinguish corrective action from preventive action. **[5 marks]**
2. State any 5 functions of a personnel manager. **[5 marks]**
3. Name 5 benefits of a Quality Management System in a medical laboratory. **[5 marks]**
4. State any 5 rights of Health Care Logistics. **[5 marks]**

**SECTION C: [75 marks]**

**Answer any 3 questions on separate answer sheets provided**

1. With the aid of a diagram, explain the various components of the Logistics cycle. **[25 marks]**
2. Discuss the benefits and challenges of using a Laboratory Information Management System. **[25 marks]**
3. Outline the ethical principles that apply to a medical diagnostic laboratory. **[25 marks]**
4. Explain the importance of financial management in a medical laboratory. **[25 marks]**
5. Discuss benefits of electronic records in a medical laboratory. **[25 marks]**