

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

# **UNIVERSITY EXAMINATIONS 2014/2015**

**FOURTH YEAR EXAMINATION FOR THE DEGREE OF BACHELOR OF PHARMACY**

**PHA 2412: PHARMACY MANAGEMENT**

**DATE: DECEMBER 2014 TIME: 3 HOURS**

**INSTRUCTIONS:**

**ANSWER ALL QUESTIONS IN SECTION A [EACH QUESTION CARRY 5 MARKS ]AND ANY TWO QUESTION IN SECTION B [EACH CARRY 20 MARKS].**

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1. Discuss the following theories of behavior approaches to management
2. Hawthorne phenomenon
3. Douglas McGregor theory X and theory Y
4. Define the terms:-
5. Manager
6. Management
7. (a) Explain the importance of cash flow in a business [2 marks]
8. List any six forces of cash in a business [3 marks]
9. Explain clearly the three main parts of a balance sheet
10. Define
11. Entrepreneur
12. entrepreneur
13. Explain any five of the seven characteristics of successful business persons.
14. Outline the benefits of entrepreneurial skills to humanity
15. Outline the four main important skills that are essential to pharmacy manager
16. Define the economic order quantiry EOQ [1 mark]

Give the EOQ =

Explain what the following parameters stand for

1. D
2. P
3. C
4. I
5. Discuss five common sourcing strategies employed to search for new employees in pharmacy business
6. Explain how evaluation of hiring process effectiveness is conducted
7. Discuss three main inventory management methods

SECTION B

1. Discuss the basic functions of management
2. Discuss seven key components of effective hiring
3. Explain the different pricing strategies that can be employed in a pharmacy business