



**UNIVERSITY OF JAFFNA, SRI LANKA**  
**BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES**  
**SECOND YEAR FIRST SEMSTER EXAMINATION – JANUARY 2016**

**MLSEC 2122 ETHICS AND COMMUNICATION**

**Date: 21.01.2016**

**Time: 2 hours**

**ANSWER ALL EIGHT QUESTIONS.**

**ANSWER PARTS A & B IN SEPARATE ANSWER BOOKS**

**PART A**

1. Ajay is the eighteen- year old son of Mr. Ganesh. His recent bouts of night sweats, lethargy and periodic nausea made him seek consultation in a private medical laboratory owned by a family friend. In the course of a fairly thorough laboratory evaluation, he was found to be seropositive to HIV. With regard to the outcome of a confirmatory test, the laboratory technologist found himself in a dilemma as whether to share his findings with his friend, Ajay's father or keep it confidential as requested by Ajay.
  - 1.1. Briefly describe the ethical issues associated with the case. (40 Marks)
  - 1.2. Describe, how will you handle the case as a medical laboratory staff. (40 Marks)
  - 1.3. Briefly describe how you will avoid similar kind of situation when you are practicing as medical laboratory staff. (20 Marks)
  
2.
  - 2.1. Briefly describe the term ethics. (30 Marks)
  - 2.2. List the ethical principles. (20 Marks)
  - 2.3. Briefly describe the ethical principles mentioned in 2.2. (50 Marks)
  
3. Describe briefly how you will handle the following situations ethically:
  - 3.1. A pregnant mother was referred to you from an antenatal clinic, 100 km away from your laboratory for VDRL test. Unfortunately you are running out of test facilities. (50 Marks)
  - 3.2. Your laboratory colleague is using the blood samples for the research without informing the patients and authorities. (50 Marks)

4. Write short notes:
- 4.1. Conflict of interest (25 Marks)
  - 4.2. Research ethics (25 Marks)
  - 4.3. History of ethics (25 Marks)
  - 4.4. Ethical practice in laboratory medicine (25 Marks)

**PART B**

5. "Communication is the process of generating meaning by sending and receiving verbal and nonverbal symbols and signs that are influenced by multiple contexts."
- 5.1. Briefly explain the major elements of the communication process. (40 Marks)
  - 5.2. Mention the situations where written communication is preferred over verbal communication in an organization. (40 Marks)
  - 5.3. Briefly explain the five types of communication flow in an organization. (20 Marks)
6. "Cross-cultural factors clearly create the potential for increased communication problems."
- 6.1. Briefly describe cultural barriers of communication and the ways these barriers can be overcome. (60 Marks)
  - 6.2. Discuss the cultural influences in negotiation. (40 Marks)
- 7.
- 7.1. What is conflict? (10 Marks)
  - 7.2. What are the five stages of conflict process? (40 Marks)
  - 7.3. Discuss the five conflict- handling intentions. (50 Marks)
8. Write short notes **on the** followings
- 8.1. Organizational socialization (25 Marks)
  - 8.2. The integrationist view of conflict (25 Marks)
  - 8.3. Conflict and unit performance (25 Marks)
  - 8.4. The negotiation process (25 Marks)