

**UNIVERSITY OF JAFFNA, SRI LANKA**  
**BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES**  
**SECOND YEAR FIRST SEMESTER EXAMINATION- SEPTEMBER 2018**

**MLSEC 2112 ETHICS AND COMMUNICATION**

**Date: 18.09.2018**

**Time: 02 Hours**

**ANSWER ALL EIGHT QUESTIONS.**

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

**PART A**

1. At the HIV rapid testing site in a regional Government health institution, you discover that you just run out the buffer for Test 1 of the algorithm. You decide not to perform the test until you get the stock.
  - 1.1. List the ethical issues here. (25 marks)
  - 1.2. Discuss the consequences due to the above circumstances. (35 marks)
  - 1.3. Briefly discuss the right thing to do. (40 marks)
  
2. Briefly discuss the ethical problems in the following different phases of laboratory process.
  - 2.1. Sample collection (25 marks)
  - 2.2. Sample storage (25 marks)
  - 2.3. Result analysis and verification (25 marks)
  - 2.4. Reporting results (25 marks)
  
3. Briefly describe the ethical issues that need to be considered in the following situations.
  - 3.1. Euthanasia (25 marks)
  - 3.2. Working in a lab of a fertility center (25 marks)
  - 3.3. Working with research study samples (25 marks)
  - 3.4. Working in a human genetic laboratory (25 marks)
  
4. Write short notes on
  - 4.1. Autonomy (25 marks)
  - 4.2. History of Medical Ethics (25 marks)
  - 4.3. Professionalism (25 marks)
  - 4.4. Confidentiality (25 marks)

## PART B

- 5.
- 5.1. What is meant by communication? (20 Marks)
  - 5.2. Why effective communication is necessary to achieve the organizational goals? (20 Marks)
  - 5.3. Explain the elements in the communication process with examples. (60 Marks)
- 6.
- 6.1. List the merits and demerits of oral communication. (40 Marks)
  - 6.2. Explain the barriers which may hinder the effectiveness of the communication process. (30 Marks)
  - 6.3. Briefly explain the factors that influence the effectiveness of a presentation. (30 Marks)
- 7.
- 7.1. What are the three views of conflict? (30 Marks)
  - 7.2. Differentiate the terms “functional conflict” and “dysfunctional conflict”. (20 Marks)
  - 7.3. Briefly discuss the five conflict resolving approaches. (50 Marks)
- 8.
- 8.1. What is meant by negotiation? (30 Marks)
  - 8.2. Explain the distributive and integrative bargaining in negotiation. (40 Marks)
  - 8.3. Negotiations are characterized by four elements. What are they? (30 Marks)