

UNIVERSITY OF JAFFNA, SRI LANKA
 BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCES
 SECOND YEAR FIRST SEMESTER EXAMINATION – OCTOBER 2019
 MLSEC 2112 ETHICS AND COMMUNICATION

Date: 07.11.2019

Time: 2 Hours

ANSWER ALL EIGHT QUESTIONS.

ANSWER PARTS A AND B IN SEPARATE ANSWER BOOKS.

PART A

1. Write short notes on the following,
 - 1.1 Conflict of Interest (25 Marks)
 - 1.2 Autonomy (25 Marks)
 - 1.3 Responsibilities of a Medical Laboratory Scientist (30 Marks)
 - 1.4 Quality of awareness (20 Marks)

2.
 - 2.1 List the phases of laboratory testing. (15 Marks)
 - 2.2 List the main steps involved in each of the laboratory phases you mentioned in 2.1. (25 Marks)
 - 2.3 Briefly explain the ethical issues involved in each of the steps you mentioned in 2.2. (60 Marks)

3. Your laboratory had received a news of a sudden outbreak of dengue fever. Today is Friday and you have received five blood specimens for dengue NS1 Antigen test. You have discovered that the existing Dengue Antigen kits were expired on yesterday. Since the resources are tight, you don't want to waste any test kits. Therefore, you decide to carry out the test with available test kits.
 - 3.1 List the laboratory quality management issues encountered here. (25 Marks)
 - 3.2 Briefly discuss the ethical principles involved in handling of the situation mentioned here. (35 Marks)
 - 3.3 Discuss the possible actions that could be taken to handle the issues in a proper manner mentioned in 3.1. (40 Marks)

4. Raja, the MLT working in a laboratory, is excited about leaving to the airport to meet one of his relatives in which the airport is 50 km away from the laboratory. Before leaving to the airport he forgot to lock up the HIV lab register book in the cabinet. Raja had left the laboratory without locking the lab register book. After he left, the laboratory attendant had gone through the HIV lab register and came to know that one of his close friend is sero positive to HIV.

4.1 List the issues encountered here. (25 Marks)

4.2 Briefly discuss the ethical principles involved in this situation. (30 Marks)

4.3 Briefly discuss the best ethical practices to be practiced to avoid the issues mentioned in 4.1. (45 Marks)

PART B

5.

5.1. What are the importance of communication to the organization in achieving its objectives? (20 Marks)

5.2. Explain the communication process with examples. (40 Marks)

5.3. What are the barriers for effective communication? (40 Marks)

6.

6.1. What are the levels of conflict? Explain. (40 Marks)

6.2. Differentiate the following.

6.2.1. Functional Vs dysfunctional conflict. (10 Marks)

6.2.2. Perceived Vs felt conflict. (10 Marks)

6.3. Explain the causes of conflict with examples. (40 Marks)

7.

7.1. Explain the organizational settings for negotiation. (20 Marks)

7.2. Explain two different strategies for negotiation. (30 Marks)

7.3. Explain the attitudinal, behavioral and informational foundation for negotiations. (30 Marks)

7.4. What are the criteria for effective negotiation? (20 Marks)

8.

8.1. List out the types of nonverbal communication. (40 Marks)

8.2. Differentiate verbal and nonverbal communication. (20 Marks)

8.3. What are the advantages of verbal and nonverbal communication? (40 Marks)