



**UNIVERSITI KUALA LUMPUR**  
**ROYAL COLLEGE OF MEDICINE PERAK**

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**FINAL EXAMINATION**  
**MARCH 2026 SEMESTER**

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**COURSE CODE** : RPD22203  
**COURSE NAME** : BASIC MANAGEMENT IN PHARMACY PRACTICE  
**PROGRAMME NAME** : DIPLOMA IN PHARMACY  
**DATE** : 24 JUNE 2026  
**TIME** : 02.30 PM – 04.30 PM  
**DURATION** : 2 HOURS

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**INSTRUCTIONS TO CANDIDATES**

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1. Please CAREFULLY read the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of TWO (2) sections; Section A and Section B.
4. Answer ALL questions in Section A. For Section B, answer THREE (3) questions where Question 1 and Question 2 are COMPULSORY, answer either Question 3 or Question 4.
5. Please write your answers on the OMR answer script and answer booklet provided.
6. Answer all questions in English language ONLY.

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**THERE ARE 13 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.**

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## SECTION A (Total: 25 marks)

**INSTRUCTION: Answer ALL questions.**

**Please use the objective answer sheet provided.**

1. Which of the following is the main role of a pharmacy manager?
  - A. Dispensing medications
  - B. Decision-making
  - C. Replenishing inventory
  - D. Carrying out sales
2. Who is exempted from paying for a Type A poison license?
  - A. Community pharmacists
  - B. Public service pharmacists
  - C. Private pharmacy owners
  - D. Pharmaceutical sales representatives
3. Information about product registration can be retrieved from \_\_\_\_\_.
  - A. Poison Act 1952
  - B. Sales of Drugs Act 1952
  - C. Registration of Pharmacist Act 1951
  - D. Medicines (Advertisement & Sale Act) 1956
4. What should a pharmacist assistant do to stay professional with patient?
  - A. Provide brief responses to manage time during busy periods
  - B. Use medical terminology to ensure accuracy of information
  - C. Respond clearly while listening to the patient's concerns
  - D. Focus on completing tasks before addressing patient questions
5. Why is good communication skills important for a pharmacist assistant?
  - A. Improve patient understanding of medication use
  - B. Support smooth coordination within the healthcare team
  - C. Reduce the time needed for patient interaction
  - D. Increase reliance on written instructions by patients

6. How can a pharmacist assistant handle conflict with a colleague?
- A. Avoid discussion to maintain a calm working environment
  - B. Refer the matter directly to a supervisor for resolution
  - C. Focus on completing tasks without addressing the disagreement
  - D. Discuss the issue openly to reach a mutual understanding
7. What is the main purpose of OSHA 1994?
- A. To regulate employee working hours and conditions
  - B. To standardize workplace procedures across industries
  - C. To ensure a safe working environment for employees
  - D. To monitor employee performance in the workplace
8. Which of the following is the duty of an employee under OSHA 1994?
- A. Develop new safety policies for the organization
  - B. Decide which hazards require reporting
  - C. Monitor overall workplace safety performance
  - D. Follow established safety procedures in the workplace
9. How does good ergonomics improve safety at work?
- A. Improves overall workflow efficiency in the workplace
  - B. Standardizes how tasks are performed by employees
  - C. Enhances workplace appearance and organization
  - D. Reduces physical strain during work tasks
10. What is the least effective way to control workplace hazards?
- A. Use personal protective equipment (PPE) during task
  - B. Use engineering controls to reduce hazard exposure
  - C. Substitute dangerous materials with safer alternatives
  - D. Eliminate the source of workplace hazards completely
11. What is the most appropriate response if there is a chemical spill at work?
- A. Quickly wipe it with any cloth
  - B. Ignore it if the spill seems small and harmless
  - C. Leave the area and inform the safety officer
  - D. Wait for cleaning staff before taking further action

12. Choose the correct function of a Total Parenteral Nutrition (TPN) department.
- A. Repacking of medicines to smaller packs for the use of other pharmacy units.
  - B. Providing medications in the form of Unit Dose System (UDS).
  - C. Providing Value Added Service (VAS) for medication collection.
  - D. Preparing intravenous nutrition to patients in the hospital wards.
13. Which of the following patients is most likely to be referred to a Medication Therapy Adherence Clinic (MTAC) service?
- A. A patient with stable blood pressure on multiple medications
  - B. A patient with uncontrolled diabetes on a few medications
  - C. A patient receiving over-the-counter vitamins
  - D. A patient admitted for major surgery
14. What is the main function of Drug Information Services (DIS)?
- A. Conducting clinical trials
  - B. Answering medication related queries
  - C. Dispensing outpatient prescriptions
  - D. Managing insurance claims
15. How do radiopharmaceuticals help in diagnosis?
- A. Emitting radiation that can be detected by imaging devices
  - B. Enhancing contrast of tissues using magnetic signals
  - C. Blocking enzymes to reduce disease progression
  - D. Stimulating immune cells to identify infections
16. What is the main goal of the Pharmacy Practice and Development Division?
- A. To regulate pharmaceutical product registration
  - B. To align pharmacy services with developed countries
  - C. To oversee licensing of private healthcare facilities
  - D. To promote the sale of generic medicines

17. Which branch is responsible for monitoring the inventory, budget, and expenses for medicines in Ministry of Health (MOH) facilities?
- A. Drug Price Management
  - B. Formulary Management
  - C. Pharmaceutical Care
  - D. Pharmacy Logistics
18. This person assists the minister and represents them when needed. Identify this position.
- A. Minister of Health
  - B. Deputy Minister of Health
  - C. Secretary General
  - D. Director General of Health
19. Which division ensures that medicines, supplements, and cosmetics meet safety and efficacy standards before being sold?
- A. Pharmacy Enforcement Division
  - B. National Pharmaceutical Regulatory Agency (NPRA)
  - C. Drug Price Management Division
  - D. Pharmacy Logistics Management
20. Which is an example of quality monitoring?
- A. Updating Standard Operating Procedures (SOPs)
  - B. Allocating pharmacy staff duties
  - C. Organizing staff training sessions
  - D. Conducting audits
21. Choose the correct role of pharmacist assistant in outpatient pharmacy of a hospital.
- A. Counsel MTAC patient
  - B. Compound TPN bag
  - C. Dispense medications for daycare patient
  - D. Purchase medications from direct company

22. You notice a temperature deviation in the cold chain log. What should be done?
- A. Continue using the medicines if no visible changes are observed
  - B. Isolate the affected stock and inform the responsible personnel
  - C. Adjust the refrigerator temperature and resume normal use
  - D. Discard all medicines stored in the refrigerator immediately
23. A write-off is required when \_\_\_\_.
- A. stock is stolen, damaged, or expired
  - B. stock is distributed to other departments
  - C. new batch of medication arrives
  - D. pharmacists update the inventory system
24. What color pen is used to record stock-in entries?
- A. Black
  - B. Blue
  - C. Red
  - D. Green
25. Select the correct description regarding independent and chain pharmacies.
- A. Chain pharmacies are owned by a small group
  - B. Chain pharmacies do not require a pharmacist
  - C. Independent pharmacies are individually owned
  - D. Independent pharmacies are part of a franchise

## SECTION B (Total: 75 marks)

**INSTRUCTION:** This section consists of **FOUR (4)** short answer question (SAQ).  
You are required to answer **THREE (3)** questions in the answer booklet provided.  
**Question 1 and Question 2 are COMPULSORY.**  
Answer either **Question 3 OR Question 4.**

**Question 1**

- (a) State **TWO (2)** roles of pharmacist assistant in inpatient pharmacy. (2 marks)
- (b) State **TWO (2)** management and leadership roles of a pharmacy manager. (2 marks)
- (c) List **TWO (2)** benefits of MTAC. (2 marks)
- (d) List **TWO (2)** pharmacy Value Added Service (VAS). (2 marks)
- (e) State **FOUR (4)** services provided by a chain community pharmacy. (4 marks)
- (f) Identify **TWO (2)** licenses or documents that must be displayed in a community pharmacy. (2 marks)
- (g) List **TWO (2)** responsibilities of a pharmaceutical company sales representative. (2 marks)
- (h) Identify **TWO (2)** employer responsibilities under OSHA 1994. (2 marks)

(i) List **THREE (3)** types of workplace hazards under OSHA 1994. (3 marks)

(j) State **FOUR (4)** ways to handle aggressive patients. (4 marks)

## Question 2

- (a) Explain **TWO (2)** best practices that should be followed during procurement. (4 marks)
- (b) Identify **FOUR (4)** appropriate methods to manage unwanted, excess, or unusable stock in a pharmacy store. (4 marks)
- (c) Explain what is meant by 'cold chain'. (2 marks)
- (d) Give **TWO (2)** examples of poor working conditions. (2 marks)
- (e) Explain the effects of poor working conditions on employees. (2 marks)
- (f) Identify **ONE (1)** common stress factor in a pharmacy. (1 mark)
- (g) Describe **TWO (2)** strategies to manage stress. (2 marks)
- (h) Discuss the importance of workplace relationships and team motivation in enhancing productivity. (2 marks)
- (i) State **TWO (2)** actions a pharmacist assistant should take to ensure medication safety during dispensing. (2 marks)
- (j) Justify why teamwork in pharmacy is important for patient care. (2 marks)

- (k) Explain how a pharmacist assistant should handle difficult patient.

(2 marks)

Answer either Question 3 OR Question 4

**Question 3**

- (a) A prescription is presented at the pharmacy, but it is identified as invalid. State **TWO (2)** criteria that can make a prescription invalid. Explain the implications of each. (4 marks)
- (b) A medicine product is being checked at the pharmacy before dispensing. The pharmacist suspects that the product may not be properly registered. State **TWO (2)** features of a valid registered medicine label. Explain the importance of each. (4 marks)
- (c) List **TWO (2)** roles of Pharmacy Policy and Strategic Planning Division. (2 marks)
- (d) Define 'management'. (2 marks)
- (e) State **TWO (2)** types of management in pharmacy. (2 marks)
- (f) Explain **ONE (1)** key factor for effective pharmacy management. (2 marks)
- (g) Describe **ONE (1)** recent change in pharmacy management on pharmacy operations. (2 marks)
- (h) Worker A and Worker B are assigned to label medication bottles. Both complete 100 bottles. Worker A uses an automated labeling machine and requires less time to complete the task compared to Worker B, who performs the task manually. Which worker is more efficient? Explain your answer. (2 marks)

- (i) Describe **ONE (1)** main activity involved in financial management. (2 marks)
- (j) Discuss the importance of financial monitoring tools in business. (2 marks)
- (k) Identify **ONE (1)** financial monitoring tool used in hospital pharmacies. (1 mark)

## Question 4

- (a) A pharmacy staff notices that one product label shows a MAL number, while another shows a NOT number.  
Identify **TWO (2)** differences between MAL numbers and NOT numbers.  
(4 marks)
- (b) A pharmacy staff dispenses a medicine but fails to properly record the details in the poison book.  
Identify **FOUR (4)** information that must be recorded in the book.  
(4 marks)
- (c) State **TWO (2)** values a high-quality healthcare system as outlined in the MOH mission.  
(2 marks)
- (d) Give **TWO (2)** reasons why management is important in pharmacy.  
(2 marks)
- (e) List **TWO (2)** common problems in pharmacy management.  
(2 marks)
- (f) Explain **ONE (1)** main function of a manager in ensuring effective management.  
(2 marks)
- (g) Describe **ONE (1)** key factor that contributes to effective pharmacy management.  
(2 marks)
- (h) Differentiate between effectiveness and efficiency.  
(2 marks)
- (i) Explain the impact of poor financial management on pharmacy operations.  
(2 marks)
- (j) Describe **ONE (1)** way to improve financial management in a pharmacy.  
(2 marks)

- (k) State the function of financial monitoring tools.

(1 mark)

**END OF EXAMINATION PAPER**