



**AMREF INTERNATIONAL UNIVERSITY  
SCHOOL OF MEDICAL SCIENCE  
DEPARTMENT OF REHABILITATION MEDICINE  
BACHELOR OF SCIENCE IN PHYSIOTHERAPY  
END OF SEPT-DECEMBER 2024 TRIMESTER EXAMINATIONS**

**UNIT CODE: PHT 434                      UNIT NAME: Management, Teaching and Supervision**  
**DATE:                      Monday/ 2nd/ December**  
**TIME:                      TWO HOURS**  
**START:                      6pm    STOP : 8.30pm**

**INSTRUCTIONS (physical exams)**

**1. Do not write on this question paper**  
(Marks and questions distribution as per program curriculum.)

**INSTRUCTIONS (Online examinations)**

1. This exam is marked out of 70 marks
2. This Examination comprises 3 Sections
3. This online exam shall take 2 Hours
4. Late submission of the answers will not be accepted
5. Ensure your web-camera is on at all times during the examination period
6. No movement is allowed during the examination
7. Idling of your machine for 5 min or more will lead to lock out from the exam
8. The Learning Management System (LMS) has inbuilt integrity checks to detect cheating
9. Any aspect of cheating detected during and or after the exam administration will lead to nullification of your exam
10. In case you have any questions call the invigilator for this exam on Tel. 0705833434 and or the Head of Department on Tel 0720491032
11. For adverse incidences please write an email to: [amiu.examinations@amref.ac.ke](mailto:amiu.examinations@amref.ac.ke)

**Section A: Multiple choice questions. Answer all questions (30 Marks).**

1. How can you prioritize tasks effectively?
  - a) By working on tasks in the order they were received
  - b) By working on tasks based on their complexity
  - c) By working on tasks based on their urgency and importance
  - d) By working on tasks that are easier to complete first
  
2. Which is an example of multitasking?
  - a) Focusing on one task at a time
  - b) Working on two tasks sequentially
  - c) Simultaneously working on multiple tasks
  - d) Juggling multiple tasks with no order
  
3. How can delegating tasks help with time management?
  - a) It allows you to procrastinate on tasks
  - b) It frees up time to focus on higher-priority tasks
  - c) It avoids the need to prioritize tasks
  - d) It reduces the overall workload
  
4. Choose the correct parts of Gibbs reflective cycle
  - a) Analyse, evaluate, description
  - b) Evaluate, correlate, speculate
  - c) Describe, analyse, discuss
  - d) Analyse, plan , discuss
  
5. Which of the following is the third step of listening?
  - a) Stop talking
  - b) Receiving
  - c) Interpreting
  - d) Responding
  
6. Reflective teaching is a
  - a) Cyclic process of thinking about learning
  - b) Linear process of thinking about teaching
  - c) Cyclic process of thinking about teaching
  - d) Linear process of thinking about learning
  
7. Reflective level of teaching is different from the memory level teaching because the pattern of communication that is involved in reflective level teaching is basically
  - a) Linear
  - b) Bottom-up

- c) Interactional
  - d) Transactional
8. Reflective practice implies the use of one's
- a) Cognition
  - b) Metacognition
  - c) Metacognition on cognition
  - d) Reinforcement of learning
9. Gibbs' cycle of reflection involves six phases. What are the names and order of the phases?
- a. Description, feelings, evaluation, analysis, conclusion, action plan
  - b. Description, planning, evaluation, assessment, analysis, and action plan
  - c. Feelings, ideas, challenges, strategies, reflection, and action plan
  - d. Feelings, description, evaluation, strategies, assessment, and action plan
10. What is mentoring?
- a) The act of advising someone with less tenure or experience.
  - b) Listening to a new employee's personal troubles.
  - c) The act of leading a team of people.
  - d) None of the answers are correct.
11. What does the situational theory of leadership emphasize?
- a) Personality traits
  - b) Events
  - c) Environment
  - d) Political situation
12. What do you call a style of leadership that takes account of others' views, opinions and ideas?
- a) Laissez-faire
  - b) People-oriented
  - c) Democratic
  - d) Autocratic
13. What does the situational theory of leadership emphasize?
- a) Personality traits
  - b) Events

- c) Environment
- d) Political situation

14. What are the three interpersonal roles of managers?

- a) Figurehead, leader, and liaison
- b) Spokesperson, leader, coordinator
- c) Director, coordinator, disseminator
- d) Communicator, organiser, spokesperson

15. At what level of an organisation does a corporate manager operate?

- a) Functional
- b) Operational
- c) Middle level
- d) Top level

16. Which of these is not part of the recognised challenges for modern managers?

- a) Micro-managing the workforce
- b) Managing communications
- c) Managing change
- d) Managing the learning organisation

17. Which one is not a recognised key skill of management?

- a) Conceptual skills
- b) Human skills
- c) Technical skills
- d) Writing skills

18. In what order do managers typically perform the managerial functions?

- a) Organising, planning, controlling, leading
- b) Organising, leading, planning, controlling
- c) Planning, organising, leading, controlling
- d) Planning, organising, controlling, leading

19. The primary goal of financial management is...

- a) To maximize the return
- b) To maximize the risk
- c) To maximize the wealth of the owners
- d) To maximize the profit

20. What is one common time management mistake?

- a) Procrastination
- b) Manage Distractions
- c) Taking Breaks

d) Scheduling Tasks

21. Reflective practice is associated with
- a) Learning from experience
  - b) Understanding the observation process
  - c) Timekeeping
  - d) Proper listening skills
22. Which one of the following effect in the system is not caused by negative feedback?
- a) Reduction in gain
  - b) Increased in bandwidth
  - c) Increase in distortion
  - d) Reduction in output impedance
23. Which of the following statements can be considered to be an advantage of a bottom-up budget?
- a) Uses the knowledge of all staff to build a fair budget correctly
  - b) The cheapest method of producing a budget incorrectly
  - c) Reduces the level of budget negotiation between staff incorrectly
  - d) Prevents slack being built into budgets incorrectly
24. Which of the following is not a functional budget?
- a) Labour budget incorrect
  - b) Cash budget correct
  - c) Materials budget incorrect
  - d) Expenses budget incorrect
25. Which is the most likely purpose of budgeting?
- a) Planning and control of an organization's income and expenditure correct
  - b) Preparation of a five-year business plan incorrect
  - c) Company valuation incorrect
  - d) Assess the non-financial performance of an organization incorrect
26. Identify the skills used by a reflective practitioner
- a) Confidence
  - b) Timekeeping
  - c) self-awareness
  - d) Hardworking
27. Which of the following is not objective of budgetary control process
- a) To define the goals of the organisation
  - b) To coordinate different departments
  - c) To establish a system of planning and control
  - d) To help in fixation of selling price

28. Organisations' own customised way of handling problems or making decisions is called \_\_\_\_\_.
- Budget
  - Policy
  - Rule
  - Strategy
29. What are functional managers responsible for?
- They are only responsible for a single area of activity
  - They hold the responsibility to the upper level of management and staff
  - They are responsible for complex organisational sub-units
  - They hold the responsibility of obtaining copyrights and patents for newly developed processes and equipment.
30. In which step of the planning process pros and cons of each alternative is examined.
- Developing Premises
  - Setting up Objective
  - Evaluating alternatives course of action
  - Selecting an alternative premises

**Section B: Short structured questions. Answer all Questions (20 Marks)**

1. Explain the activities involved in planning (4Marks)
2. Discuss the factors involved in the delegation process (4 Marks)
3. Describe ways of how to retain staff in an organization (4 Marks)
4. State factors that contribute to positive team dynamics (4 Marks)
5. Discuss the purpose of a budget (4 Marks)

**Section C: Answer ONLY two Questions (20 Marks)**

1. Discuss the principles of financial management (10 Marks).
2. Briefly describe the purpose of the health information system in Kenya and how it is important to the provision of physiotherapy services (10 Marks)
3. You have been deployed as the physiotherapy manager in a referral hospital. Describe how you will utilize any ten (10) principles of management to organize quality physiotherapy care delivery to patients in your hospital (10 Marks)