

BOWEN UNIVERSITY, IWO
B. PHYSIOTHERAPY PROGRAMME
2021/2022 SESSION SECOND SEMESTER EXAMINATION
PST 514: INTRODUCTION TO PHYSIOTHERAPY ADMINISTRATION

Date: 07/09/2022

Time Allowed: Two hours

PART 1: Answer all questions

ESSAY – Answer in your Answer booklet

1. The Vice chancellor is worried that about one in ten final year Physiotherapy students are yet to fulfil their financial obligation to the University and should be made to do so to enable them sit for the upcoming semester exams. With the aid of an organogram, explain the flow of directive/Memo from the Vice chancellor to the final year Physiotherapy students of Bowen University in Ogbomosho.
2. Physiotherapists should not be bothered about issues concerning management, Discuss!
3. Outline 5 important managerial processes you know
4. Outline and discuss four major roles of a manager.

ANSWER TRUE OR FALSE. Answer inside the Question paper

The following applies to the Roles of a Manager and management:

1. Makes plan to meet company goals and objectives.
2. Allocates employee resources
3. Delegates responsibilities but has no control over staff welfare
4. Sets unrealistic time lines for responsibilities
5. Attempts to maintain a clear picture of a company's larger aims and goals.
6. Places workers' progress ahead of the organization
7. Is always the director of the organization
8. May function as leaders even during small personal interactions
9. Makes small adjustments, when necessary, in the course of assignments
10. Is always the team leader
11. Is always an investor in the company
12. For effective management, he should be a no-nonsense person
13. Always an age-related responsibility
14. Takes orders from the supervisor
15. Always an education-related responsibility
16. Responsible for controlling or administering an organization
17. Usually, the chief accounting officer of the organization
18. Usually in charge only when staff strength is 10 or above
19. Is an administrator of men and resources
20. Works independently to determine company responsibilities
21. Is not empowered to set priority levels for certain tasks
22. Healthcare professionals are always poor managers
23. Does not consider the opinion of management when initiating decisions
24. Re-allocates tasks from one team to another
25. Has no influence over the quality control in production

PART 11: Answer all questions. Answer on a Separate Answer Booklet

ESSAY

- (1) List the 14 principles of management and define each in one simple sentence
- (2) Enumerate on how human relation is important
- (3) List the management techniques you know.
- (4) Write on the roles of a personnel manager.

Answer YES OR NO

1. The two categories under dividend decision of elements of financial management are dividend for stakeholders and retained profit.....
2. Human relations deals with ensuring regular and adequate supply of funds to the concern.....
3. The following are all functions financial management.....
 - Choice of sources of funds
 - Investment of funds
 - Disposal of surplus
 - RecruitmentDV
 - Recruitment
4. Elements of financial management include investment, financial, and dividend decisions
5. Business communications have five main types.....
6. Internal lateral business communication flows from a superior to one or more subordinates.....
7. Provision of feedback deals with effective communication strategies
8. Managers should pay attention to the personal life of the employees.....
9. The definition of human relations by Keith Davis is: "Human relations deals with motivating people in organizations to develop teamwork which effectively fulfil their objectives and achieves organizational objectives"
10. **Mutual Interests** is an important construct under financial management.....