

SECTION 1: Multiple Choice Questions (MCQ) – (40 Marks)

1. In supplies management daily work involves;
 - a. Right manager
 - b. Right supportive staffs
 - c. Right consumers
 - d. Right clothing
2. Procurement includes one of the following;
 - a. Cash
 - b. Transport
 - c. Trainer
 - d. Market revisit
3. Acquisition cost means the following except;
 - a. Market research
 - b. Paper work cost
 - c. Travelling cost
 - d. Tendering cost
4. Effects of poor inventory management include the following except;
 - a. Poor customer service
 - b. Excessive expenditure
 - c. Personnel problems
 - d. Low inventory levels
5. Good record keeping includes the following except?
 - a. Accurate
 - b. Reliable
 - c. Simple
 - d. Complexity survey
6. Book keeping means?
 - a. Keeping an archive
 - b. Good library
 - c. All past paper stores
 - d. Good records for books of accounts
7. In government, policy means?
 - a. Unpopular decision
 - b. Parliament decisions on matters of individuals
 - c. Government decisions
 - d. Judicial decisions
8. Functions of human resource includes the following except:
 - a. Planning
 - b. Development

- c. Liquidation of assets
 - d. Research
9. Challenges in human resource include:
- a. Down sizing
 - b. Coordination
 - c. Compensation
 - d. Safety
10. Micro promotion in human resource means the following except;
- a. Reaching
 - b. Grasping
 - c. Failure to release objects
 - d. Pushing
11. To have effective presentation the following are important except;
- a. Ethical terms
 - b. Structured presentation
 - c. Hold research topics
 - d. Of purpose
12. The following should be avoided when delivering a presentation;
- a. Apologetic beginning
 - b. Non flattering beginning
 - c. Non potentiality offensive beginning
 - d. Non apologetic beginning
13. The following are concepts of primary health care except;
- a. Universal coverage
 - b. Non effective services
 - c. Community reliance
 - d. Preventive services
14. In supervision;
- a. Motivation is not important
 - b. Regular communication is not important
 - c. Managers relies only on grapevine
 - d. Networking is important
15. Clinical officers' council;
- a. Is a regulatory body for clinical officers
 - b. Has a welfare role
 - c. Is a political wing for clinical officers
 - d. It is also chairs for association calender
16. The following are members of clinical officers council;
- a. All clinical officer
 - b. All clinical officers officials
 - c. All union officials
 - d. Elected members from association and medical colleges
17. Kenya clinical officers association(KCOA)

- a. It is also referred to as clinical officers council
b. Is a subsidiary of the union
c. It is a political body
d. Provides medical education and welfare for the clinical officers
18. Clinical officers union (KUCO)
a. It is a political body
b. It is also called clinical officers council
c. It is called clinical officers association
d. It is the advisory body for the council
19. Clinical officers director;
a. Is a member of parliament who represent clinical offices
b. Is the chairman of the union
c. Is a member of clinical officers association
d. He's elected by the president
20. Effective communication means;
a. Feed back is crucial
b. Invariable channels
c. No signal needed
d. Age factor is not a barrier
21. Channels of communication includes the following except?
a. Mobile phones
b. Face to face
c. Journals
d. None of the above
22. Which is not a rating error?
a. First impression
b. Halo effect
c. Non split over effect
d. Central tendency
23. In motivation
a. Money is the best motivator
b. Recognition of works is important
c. Consultation is important
d. Job security is invariable
24. In project management the importance of motivation is;
a. To know whether we will make money
b. To know whether we are on the right track
c. To involves more donors
d. None of the above
25. Importance of grapevine include the following except?
a. Is a good source of information
b. It is also called file jumping
c. It can cause resentment

- d. Should not be eliminated
26. Indicators for poor time management;
- Delegation
 - Busy at work
 - Failure to say no when overwork ✓
 - Able to finish work on time
27. An inventory is?
- Register for all workers
 - It is also referred to as bin card
 - It is a book to record cash
 - It is a book where all assets and equipment are entered
28. An inquest is?
- To investigate the loss of drugs
 - To jail a public officer
 - An order to investigate a death
 - Having sex with a patient
29. Which one of the following is not a step in decision?
- Problem definition
 - Postponent
 - Collect relevant data
 - Implement solution
30. Man power in management means?
- All resources put together
 - Every man's strength excluding women
 - Human being is an institution
 - Power house in human
31. Concept of delegation include the following;
- Supervision
 - Authority
 - Responsible
 - Accountability
32. Accountability in delegation means;
- Must have done accounts in school
 - Doing the right job and correct ✓
 - In terms of mathematics ones should be answerable
 - Finances
33. Supervisors avoid delegation because of the following except?
- Loss of control
 - Shared recognition
 - Having trust
 - Lack of time
34. Lateral communication is best seen in;
- Manager and subordinates

- b. Peers
 - c. Supervisors alone
 - d. Policy matters for managers
35. The following is not a skill of communication
- a. Telling
 - b. Asking
 - c. Listening
 - d. Non observation ✓
36. To start an effective team, include the following except?
- a. Set ground rules
 - b. Not sharing expectations ✓
 - c. Time and energy needed
 - d. Teams objectives
37. Transport work ticket contains the following except;
- a. Time
 - b. Vehicle particulars
 - c. Distance of travel
 - d. Passengers to be carried
38. Which one is not a payment voucher?
- a. F 020
 - b. F 022
 - c. F 039
 - d. F 079
39. Loss of stores can be due to the following;
- a. Fraud
 - b. Ageing
 - c. Accident
 - d. Non obsolete stores
40. Loss of stores can be due to the following except;
- a. County clinical officers
 - b. County community health worker(CHEW)
 - c. County director of health
 - d. County nursing officer

SECTION 2: Short Answer Questions (SAQs) – (40 Marks)

1. State the categories of exemption as used in cost sharing giving example in each (5 marks)
2. In supplies management, documentation and its security is a crucial entity. Using five points, outline how well you would want this demonstrated. (5 marks)
3. State five (5) accountable documents (5 marks)
4. In a sentence of not more than 20 words each, describe the various types of leaves used in Kenya (5 marks)
5. Clearly demonstrate how the various roles are applied in team work (5 marks)
6. In Maslow's hierarchy of needs, clearly point out the five components of love need (5 marks)
7. You are a clinical officer just employed to be in charge of a health center. State when to hold a meeting (5 marks)
8. In leadership, state five (5) kinds of power bases which make an effective leader (5 marks)

SECTION 3: LONG ANSWER QUESTION (LAQS) - (20 MARKS)

1. On entrepreneurship, you have just finished your internship and started a job in a nursing home. After two years you have decided to start your own clinic. State how you would go about it. (20 marks)