



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
JANUARY – APRIL 2017 SEMESTER**

CERTIFICATE IN HEALTH RECORDS AND INFORMATION TECHNOLOGY

COURSE CODE: CIHR 039

COURSE TITLE: HEALTH PERSONNEL AND OFFICE MANAGEMENT

DATE: 6 APRIL 2017

TIME: 3.00 PM – 5.00 PM

INSTRUCTIONS TO CANDIDATES

1. SECTION A IS **COMPULSORY**.
2. SECTION B: ANSWER ANY OTHER **THREE** QUESTIONS.
3. **DO NOT** WRITE ANYTHING ON THIS QUESTION PAPER AS IT WILL BE AN EXAM IRREGULARITY.
4. ALL ROUGH WORK SHOULD BE AT THE BACK OF YOUR ANSWER BOOKLET AND CROSSED OUT.

CAUTION: All exam rooms are under CCTV surveillance during the examination period.

SECTION A [ANSWER ALL QUESTIONS IN THIS SECTION]

MULTIPLE CHOICE QUESTIONS [1-5] [ONE MARK EACH]

1. Which one of the following is not a middle level management function
 - A. Defining and monitoring group level performance indicators
 - B. Diagnosing and resolving problems within and among work groups
 - C. Designing and implementing reward systems that support cooperative behaviour
 - D. Interact with employees on a daily basis

2. Contextual dimensions of an Organization is described in terms of the following except
 - A. Strategy
 - B. Technology
 - C. Employer
 - D. Size

3. In an Institution, which one of the following does not refer to people change
 - A. Attitudes
 - B. Skills
 - C. Policies
 - D. Behaviour

4. Body Language includes the following categories except
 - A. Facial Expression
 - B. Gestures
 - C. Voice tone
 - D. Postures

5. Which one of the following is a decisional role of management
 - A. Figure head
 - B. Spokesperson
 - C. Entrepreneur
 - D. Liaison

6. List the four characteristics of an Organisation (4 mks)
7. Explain the informational roles of a manager (6 mks)
8. List the aspects of an Organization change can impact (4 mks)
9. Explain why Institutions are referred to as social entities (3 mks)
10. Explain the three categories of skills required by Managers (6mks)
11. List the steps involved in forming a formal group (6 mks)
12. Define the following terms (6 mks)
 - a) Mission
 - b) Vision
 - c) Strategy

SECTION B

[CHOOSE ANY THREE QUESTIONS]

1. The County Government of Kiambu, has contracted you as the Health Records Manager to technically advise on setting up Health Records Systems in the County. Discuss your functions as a manager in the following sub functions (20 mks)
 - a) Planning
 - b) Directing
 - c) Staffing
 - d) Controlling/Monitoring
2. a) Discuss the elements of Communication (14 mks)
b) Differentiate between horizontal and vertical communication (6 mks)
3. a) Discuss the three levels of management in an Organization (15 mks)
b) List the steps involved in job analysis (5 mks)
4. a) Discuss how change affects the following aspects of an Organisation (10 mks)
 - i) Technology
 - ii) Tasks/Products
b) Discuss five barriers to effective communication (10 mks)

5. Discuss the Contextual and Structural dimensions of an Organization (20 mks)