



GRETSA UNIVERSITY - THIKA

**UNIVERSITY EXAMINATIONS
SEPTEMBER - DECEMBER 2021 SEMESTER**

**DIPLOMA IN PUBLIC HEALTH & HEALTH RECORDS
AND INFORMATION TECHNOLOGY**

COURSE CODE: DIEH 074

COURSE TITLE: HEALTH SYSTEMS MANAGEMENT

DATE: 16 NOVEMBER 2021

TIME: 8:00 AM – 11:00 AM

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: COMPULSORY

MULTIPLE CHOICES QUESTIONS

[ONE MARK EACH]

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1. In developing the organization's strategic plan, the organization's board of directors works directly with the
 - A. Executive management team.
 - B. Front-line employees.
 - C. Staff level employees
 - D. Supervisory level managers
 2. Which of the following management theories concerns itself with performance-based pay?
 - A. Contemporary management theory
 - B. Human relations management theory
 - C. Scientific management theory
 - D. Transformational leadership theory
 3. Which of the following is not management style?
 - A. Autocratic
 - B. Permissive
 - C. Consultative
 - D. Divide and rule
 4. Which of the following is a role of strategic managers?
 - A. Responsible for maintaining a contact with the outside world.
 - B. Provides guidance and direction.
 - C. Focuses on long-term issues and emphasize the survival and growth of the organization.
 - D. Organizing for visits to other institutions
 5. Which of the following management functions is characterized by the design and development of processes?
 - A. Controlling
 - B. Leading
 - C. Organizing
 - D. Planning

SHORT ANSWER QUESTIONS: ANSWER ALL QUESTIONS IN THIS SECTION

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1. Define the following terminologies as used in health system management. **[6 Marks]**

- a. Health system
 - b. Management
 - c. Leadership
2. Highlight any five importance of management in the Kenyan healthcare system [5 Marks]
 3. Explain any five methods which can be used in raising finances to be used in the health system. [5 Marks]
 4. Highlight any four components of the health system. [4 Marks]
 5. State any five differences between management and leadership. [5 Marks]
 6. Explain the four principles of planning. [4 Marks]
 7. Highlight any six challenge which Kenyan health system is currently facing. [6 Marks]

SECTION B

[CHOOSE ANY THREE QUESTIONS]

QUESTION ONE

At the workplace, whenever, two or more persons interact, conflict occurs when opinions with respect to any task or decision are in contradiction. Therefore, as the public health officer in charge of a subcounty you will be expected to handle these conflicts in your day to day work.

- a) Explain any five factors which can course organizational conflicts. [10 Marks]
- b) Using appropriate examples explain how you can resolve the organizational conflicts. [10 Marks]

QUESTION TWO

As health system manager, the ability to communicate effectively with you your superiors, colleagues, and staff is essential.

- a) Explain any five communication skills which can help you succeed in achieving effective communication as a health system manager. [10 Marks]
- b) Explain five role of health manager in health financing and financial management. [10 Marks]

QUESTION THREE

Group dynamics is the term for the effects of these roles and behaviours on other group members and the group as a whole. A group's dynamic is the force that impacts on the motivation, development, or stability of a group

- a) Discuss the five stages of group development [10 Marks]
- b) Explain five elements of group dynamics. [10 Marks]

QUESTION FOUR

Human resource management is the systematic acquisition, maintenance, utilization and outplacement of work force to achieve organizational objectives. Discus human resource for health under the following headings.

- a) Health human resource development and management. [5 Marks]
- b) Staffing [5 Marks]
- c) Human resource Planning [5 Marks]
- d) Performance Management [5 Marks]