



# **GRETSA UNIVERSITY - THIKA**

**UNIVERSITY EXAMINATIONS  
SEPTEMBER – DECEMBER 2021 SEMESTER**

**DIPLOMA IN PUBLIC HEALTH/COMMUNITY  
HEALTH/NUTRITION AND DIETETICS**

**COURSE CODE: DIEH 062**

**COURSE TITLE: HEALTH SERVICE AND ORGANIZATIONAL  
MANAGEMENT**

**DATE: 17 NOVEMBER 2021**

**TIME: 3.00 PM – 6.00 PM**

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**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 CHOICE QUESTIONS [1-5]**

**[ONE MARK EACH]**

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1. Which of the following is not an emerging issue in health service delivery?
    - A. Health workforce
    - B. Health information
    - C. Medical products, vaccines and technologies
    - D. Diseases
  2. One of the more difficult tasks for a manager when he or she is coordinating activities is
    - A. Securing cooperation
    - B. Identifying the activities
    - C. Utilizing automation
    - D. Planning the coordination effort
  3. Of all the resources managed by a supervisor, the most important resource is?
    - A. Machinery
    - B. Human resources
    - C. Money
    - D. Materials
  4. Which of the following is not a style management?
    - A. Chaotic
    - B. MBWA
    - C. Democratic
    - D. Domineering
  5. Which of the following is not a principle of planning?
    - A. Foresight
    - B. Resources
    - C. Knowledge
    - D. Experience

**SHORT ANSWER QUESTIONS: (ANSWER ALL QUESTIONS IN THIS SECTION)**

1. List five functions of human resource management. [5 marks]
2. Outline five reasons of budgets in any health care organizations. [5 marks]
3. Enumerate six reasons for performance appraisal. [5 marks]

4. List five characteristics of service quality. [5 marks]
5. Highlight five skills of management that are crucial in managing health care service organizations. [5 marks]
6. Explain any 5 challenges facing health care system in Kenya [5 marks]
7. Outline 5 characteristics of a good manager [5 marks]

## **SECTION B**

### **[CHOOSE ANY THREE QUESTIONS]**

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#### **QUESTION ONE**

- a) Imagine you are hired as a health manager of a NGO and you realize the importance of using principles of health management to help you manage the organization successfully. Discuss any 5 principles of management you would employ. [10 marks]
- b) Discuss any five factors that motivate health care personnel for improved quality [10 marks]

#### **QUESTION TWO**

- a) Discuss the controlling function of management in health care management [8 Marks]
- b) Explain briefly any 4 tasks of each of the three levels of management. [12 Marks]

#### **QUESTION THREE**

- a) Discuss 5 functions of management in health care management [10 marks]
- b) Imagine you are appointed as the health manager in a Health centre with deplorable state of health care. Explain steps would follow in order to make a right decision for improving the status of health care in the area. [10 marks]

#### **QUESTION FOUR**

- a) Describe the roles of managers in health care [10 marks]
- b) Discuss any five challenges facing to health care in developing countries [10 marks]