



# MACHAKOS UNIVERSITY

University Examinations for 2022/2023 Academic Year

SCHOOL OF AGRICULTURE, ENVIRONMENT AND HEALTH SCIENCES

DEPARTMENT OF HEALTH SCIENCES

FOURTH YEAR SECOND SEMESTER EXAMINATIONS FOR

BACHELOR OF SCIENCE (PUBLIC HEALTH)

HPH 411: HEALTH SYSTEMS MANAGEMENT

**DATE:**

**TIME:**

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## INSTRUCTIONS:

This paper consists of two sections A and B

### SECTION A

#### Specific Instructions

- This section has one question
- The question is compulsory
- The question is 30 marks

#### QUESTION ONE (30 MARKS)

- a) State the rationale for health care personnel performance appraisal. (3 marks)
- b) Outline the importance of having in place a health equipment's inventory records. (3 marks)
- c) Explain the principles of total quality management in healthcare (3 marks)
- d) Highlight challenges in health care planning. (3 marks)
- e) List any principles of leadership in a health organisation. (3 marks)
- f) Outline the various approaches to human capital measurement in a health institution. (3 marks)
- g) State the role of finance personnel in a health institution (3 marks)

- h) Explain functional outcomes of organisation conflict. (3 marks)
- i) Highlight non-budgetary control techniques of resources in a health organisation. (3 marks)
- j) Outline the levels of management relevant to health system (3 marks)

## **SECTION B:**

### **Specific Instructions**

- **This section has four (4) questions**
- **Answer any two (2) questions**
- **Each question is 20 marks**

### **QUESTION TWO (20 marks)**

- a) Company X deals with health equipment production that serves Machakos County and its environs. However, recently it has been observed that production capacity has drastically reduced. Use Maslow's theory (hierarchy needs) to advise the management on possible human resource interventions. (10 marks)
- b) Describe the various types of audits in health institutions. (10 marks)

### **QUESTION THREE (20 marks)**

- a) Ms. Amanda is to make a presentation on '*Approaches to healthcare planning*' in the forthcoming board of directors meeting. Explain the likely content of her presentation. (10 marks)
- b) Describe the various leadership styles found in health organisations. (10 marks)

### **QUESTION FOUR (20 marks)**

- a) Discuss the principle of management according to Henry Fayol. (10 marks)
- b) Alex and Eric are line managers in the accounting and stores department respectively in a company that deals with medical supplies. Interpersonal conflict between the two has been reported to the HR of the organisation. Describe possible mechanisms to address this. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) Describe the process of employee performance appraisal in a health institution. (10 marks)
- b) Explain the various sources of revenue in the health sector. (10 marks)