



(University of Choice)

**MASINDE MULIRO UNIVERSITY OF  
SCIENCE AND TECHNOLOGY  
(MMUST)**

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS  
2021/2022 ACADEMIC YEAR**

**FOURTH YEAR SECOND SEMESTER EXAMINATIONS**

**FOR THE DEGREE  
OF  
BACHELOR OF MEDICAL LABORATORY SCIENCES**

**COURSE CODE:** BML 425

**COURSE TITLE:** HEALTH SERVICE MANAGEMENT

**DATE:** 19/04/2022

**TIME:** 12.00PM – 3.00 P.M.

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**INSTRUCTIONS TO CANDIDATES**

This paper is divided into three sections, **A B** and **C**, carrying respectively: Multiple Choice Questions (**MCQs**), Short Answer Questions (**SAQs**) and Long Answer Questions (**LAQs**). Answer ALL questions.

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 4 Printed Pages. Please Turn Over.

**BML 425: HEALTH SERVICE MANAGEMENT**

**SECTION A: MULTIPLE CHOICE QUESTIONS (20 marks)**

- Q1. Laboratory and diagnostic services are of paramount importance in a hospital because:
- The relationship formed at this stage go a long way in building overall image of the hospital
  - This stage forms the initial contact point between patient and the hospital
  - Any amount of effort expended at this stage is less, unless one can delight the patient
  - They properly receive the patients and brief them about the investigations
- Q2. Planning a new hospital starts with setting goals for the hospital, without which the organization cannot have a definite direction or focus. Which of the following areas is not considered by an organization while studying existing hospital facilities in an area?
- Hospital occupancy
  - Physical condition of facilities
  - Volume of services provided
  - Perception of patients
- Q3. Which of the following is not an example of basic public health infrastructure?
- Skilled workforce
  - Organizational capacity
  - Training institutions
  - Financial resources
- Q4. Centralization principle of management science has brought the existence of central sterile services department (CSSD) in large hospitals. The significance of CSSD is:
- To help the doctors to develop leadership qualities and human relationship abilities
  - To bring efficiency and economy in the centralization of sterilization of syringes activity in one location for use all over the hospital
  - To help nonmedical staff to learn administrative skills
  - To help medical professionals to develop management attitudes
- Q5. One of the more difficult tasks for a manager when he or she is coordinating activities is:
- Securing cooperation
  - Identifying the activities
  - Utilizing automation
  - Planning the coordination effort
- Q6. The health sector in Kenya is controlled by:
- Public sector
  - Private sector
  - Hospitality sector
  - Government
- Q7. Who is known as the father of modern management:
- Max Weber
  - Mary Follet
  - Henri Fayol
  - Henry Gantt
- Q8. Who is known as the father of scientific management:

- a) Alfred Marshall
  - b) Matthew Bolton
  - c) F. W. Taylor
  - d) Elton Mayo
- Q9. Who is credited with having developed the concept of priority or hierarchy of needs?
- a) F. W. Taylor
  - b) Abraham Maslow
  - c) Max Weber
  - d) Mary Follet
- Q10. Who is responsible for actual operations of various departments?
- a) Top Management
  - b) Board of directors
  - c) Middle management
  - d) Frontline management
- Q11. The planning process is used to prepare ..... in an organization?
- a) Advancement
  - b) Technologies
  - c) Discoveries
  - d) Budget
- Q12. Getting work done with a minimum effort, expense or waste is definition of?
- a) Efficiency
  - b) Effectiveness
  - c) Productivity
  - d) Planning
- Q13. A ..... is a long-term goal?
- a) Plan
  - b) Operation
  - c) Vision
  - d) Innovation
- Q14. .... is the judgement for the future?
- a) Mission
  - b) Forecasting
  - c) Planning
  - d) Organizing
- Q15. .... is the application of knowledge and personal skills to achieve results?
- a) Art
  - b) Science
  - c) Work
  - d) Experience
- Q16. A hospital is a vital organization and stands unique and incomparable to any other organization. Which of the following is considered important part of new hospital plan, not only for aesthetics and access, but also to utilize the potential to capture or avoid natural energy?
- a) Functional requirements

- b) Future expansion
  - c) Environmental impact analysis
  - d) Siting and orientation
- Q17. Of all the resources managed by a supervisor, the most important resource is:
- a) Machinery
  - b) Human resource
  - c) Money
  - d) Materials
- Q18. 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
- Q19. The process of inspiring subordinates to put in their best is known as:
- a) Motivation
  - b) Team work
  - c) Management
  - d) Leadership
- Q20. Which of the following functions involves recruiting and placing qualified personnel need for an organization:
- a) Planning
  - b) Organization
  - c) Staffing
  - d) Leading

**SECTION B: SHORT-ANSWER QUESTIONS (40 MARKS)**

- Q1. Explain functions of management in providing quality health care services (8 marks).
- Q2. Briefly, describe any four styles of leadership (8 marks).
- Q3. Summarize the steps of planning (8 marks).
- Q4. Explain any four strategies you can use to motivate employees to promote quality of health care (8 marks).
- Q5. State the responsibilities of a supervisor (8 marks).

**SECTION C: LONG-ANSWER QUESTION (60 MARKS)**

- Q1. Discuss the characteristics of leadership (20 marks)
- Q2. Citing specific examples from the health system, discuss Henry Fayol principles of management (20 marks).
- Q3. Discuss management organization in the devolved Kenyan health care system (20 marks).