



(University of Choice)

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

**UNIVERSITY EXAMINATIONS
2021/2022 ACADEMIC YEAR**

SPECIAL /SUPPLEMENTARY EXAMINATIONS

**FOR THE DEGREE
OF
BACHELOR OF SCIENCE IN GLOBAL COMMUNITY HEALTH & EMPORIATRICS
(DIRECT)**

COURSE CODE: NCG NCG 313

**COURSE TITLE: HEALTH SYSTEMS MANAGEMENT
SYSTEMS AND POLICY**

DATE: 3/10/2022

TIME: 8-11 AM

INSTRUCTIONS TO CANDIDATES

Answer ALL questions in this paper.

TIME: 3 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 5 Printed Pages. Please Turn Over.
HEALTH SYSTEMS MANAGEMENT & POLICY

MULTIPLE CHOICE QUESTIONS (MCQS)**(20 MARKS)**

1. Managerial roles include;
 - a) Planning, controlling and staffing
 - b) Planning, negotiating and liaising
 - c) Organizing, planning, monitoring
 - d) Resource allocation, negotiating, monitoring
2. Planning for daily activities in the ward is an example of;
 - a) Operational plan
 - b) Tactical plan
 - c) Strategic plan
 - d) Contingency plan
3. The principle of management that help in ensuring there is coordination of employees' effort is;
 - a) Unity of command
 - b) Unity of direction
 - c) Division of labour
 - d) Decentralization
4. A good health financing system should:-
 - a) Not focus on protecting people from health financial catastrophe
 - b) Have payment reward system that is demand driven
 - c) Have pro-poor financing of essential products
 - d) Disregard data while allocating resources
5. The function of management that involves measuring the performance of employees to ensure that planned objectives of an organization are achieved is:
 - a) Directing
 - b) Controlling
 - c) Authority
 - d) Staffing
6. Unity of direction as a principle of management involves:-
 - a) Subordinates receiving orders and being accountable to one manager
 - b) Employees understanding and pursuing the same objectives.
 - c) Putting aside personal considerations and putting company objectives first.
 - d) An organization having a clear line of authority from top to bottom
7. The statement that describes the ultimate result of fulfilling an organization's purpose is:-
 - a) Vision
 - b) Mission

- c) Goal
 - d) Policy
8. The following theorist related high production to high wages.
- a) Henry Fayol
 - b) Max Weber
 - c) McGregor
 - d) Frederick Taylor
9. The purpose of organization structure is to
- a) Monitor flow of communication
 - b) Review the remuneration of the staff
 - c) Depict interdepartmental relations
 - d) Plan and implement organizational activities
9. The process of assigning competent people to fill the roles designed in the organizational hierarchy is:-
- a. Staffing
 - b. Scheduling
 - c. Recruitment
 - d. Induction
10. Motivational factors according to Herzberg two factor theory include:-
- a. Possibility of growth, the work itself
 - b. Company policy, working conditions
 - c. Interpersonal relationship, recognition
 - d. Responsibility, good salary
11. Fair distribution of resources with a goal to eliminate health care disparities known as:
- a) Equity
 - b) Priority
 - c) Social justice
 - d) Efficiency
12. Managerial functions of planning, organizing, coordinating and control were identified by:-
- a) Mary Parker Follett
 - b) Chester Bernard
 - c) Henry Fayol
 - d) Fredrick Taylor
13. The Process by which programs are officially authorized refers to:-
- a) Accreditation
 - b) Registration
 - c) Certification
 - d) Externship
14. Red cross Kenya is an example of:-
- a) Welfare Organization

- b) Charitable Organization
- c) Medical Organization
- d) Risk Management Organization

15. The term stewardship can be best described as:-

- a) Effective Oversight
- b) Leadership & Governance
- c) Transparency
- d) Offering direction

16. In health governance, term probity refers to:-

- a) Quality of being fair & impartial
- b) Quality of being honest & morally upright
- c) Being transparent
- d) Being accountable

17. Tools of conducting situation analysis include:-

- a) Action plans
- b) Logical framework
- c) SWOT Analysis
- d) Performance appraisal tool

18. Medium plans refer to:-

- a) Operational plans
- b) Plans that take up to 1 year
- c) Plans that take up to 10 years
- d) Strategic plans

19. Kenya has _____ tiers of healthcare.

- a) Six
- b) Four
- c) Five
- d) Three

20. Abuja Declaration:-

- a) Requires nations to have overall strategic focus for the health sector
- b) Highlights the importance of Aid Effectiveness
- c) Supports the improvements of health systems in the country by domesticating the provisions through national legislation to allocate 15% of government expenditure budget to health
- d) Focuses on Primary Health Care and Health Systems strengthening.

PART TWO: - SHORT ANSWER QUESTIONS**(40 Marks)**

1. Define the following terms

- | | |
|-----------------------------|---------|
| a) Safety | 2 marks |
| b) Total Quality Management | 2marks |
| c) Health system | 2marks |
| d) Health policy | 2marks |

2. Outline five circumstances under which an institutional manager may resort to using bureaucratic style (5marks)

3. Outline five elements of a health policy 5 marks

4. State five roles of the county health department in health care delivery (5 marks)

5. Explain any four (4) principles of governance in health. (8 marks)

6. Distinguish between the roles of professional and regulatory bodies in health care service delivery (9 marks)

SECTION C [LONG ANSWER QUESTIONS]**(40 marks)**

1. Discuss the importance of staff motivation in a health care institution [20 marks]

2. Describe the structural organization of Kenyan health delivery system. [20 marks]

