



(The University Of Choice)

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

**UNIVERSITY EXAMINATIONS
2013/2014 ACADEMIC YEAR**

SECOND YEAR TRIMESTER III EXAMINATIONS

**FOR THE DEGREE
OF
BACHELOR OF SCIENCE IN HEALTH PROFESSIONS
(MEDICAL) EDUCATION**

COURSE CODE: HPE 401

COURSE TITLE: HEALTH SYSTEMS MANAGEMENT AND
ECONOMICS


DATE: Monday 11th August, 2014

TIME: 9.00 a.m. – 12.00 noon

INSTRUCTIONS:

- Write your University registration number on every sheet of paper used
- Answer all questions in all the three sections
- Section A comprises of Multiple Choice Questions
- Section B comprises of 7 short Answer Questions
- Section C comprises of 2 Essay Questions

TIME: 3 Hours

This Paper Consists of 3 Printed Pages. Please Turn Over 

SECTION A: Answer All questions (20marks)

1. Which is not a type of leader?
 - a) Leader by position
 - b) Leader by spirituality
 - c) Intellectual leader
 - d) Leader by charisma
2. Which one is not a management activity?
 - a) Directing
 - b) Controlling
 - c) Planning
 - d) Ordering
3. Which among the following should not be a reason for change?
 - a) Attain efficiency
 - b) Lower costs of operation
 - c) Improve company image
 - d) Imitate rivals
4. Which one is not a stage of change?
 - a) resistance
 - b) confusion
 - c) exploration
 - d) moaning
5. The following factor does not affect planned change negatively
 - a) Poor planning skills
 - b) poor timing or
 - c) Non gradual implementation of change
 - d) Availability of funds
6. The following is not a way of motivating staff
 - a) Having high expectations of employees
 - b) Relating rewards to performance
 - c) Providing poor pay
 - d) Treating employees as individuals
7. An approach to continuous improvement where changes are tested in small cycles
 - a) Six Sigma
 - b) Plan, Do, Study, Act
 - c) Statistical process control
 - d) Business process re-engineering
8. Viewing health systems as mechanical systems rather than adaptive systems means:
 - a) Change is imposed
 - b) Understanding the context
 - c) Focusing on simple rules to produce complex outcomes
 - d) Understanding how organizational structure influences behavior
9. The following can reduce the quality of data collected except?
 - a) Inappropriate data collection
 - b) Measuring what was intended
 - c) Failure to report data
 - d) Errors in processing data
10. Methods of forecasting Human resource needs include the following except?
 - a) Delphi method
 - b) Regression method
 - c) Extrapolation
 - d) Nominal group analysis
11. Which among the following is not a dimension through which quality is expressed?

- a) Timeliness
 b) Efficiency
 c) Maturity
 d) Equity
12. The following motivation theory is concerned with power, affiliation needs and achievement
 a) Maslow's theory
 b) McClelland's theory
 c) Herzberg's theory
 d) Skinner's theory
13. Strategy is about the following except?
 a) The creation of a unique and valuable position in your industry
 b) Choosing what not to do
 c) Managing operations
 d) Creating a fit among an organization's activities
14. Indicate whether true or false the following statements about mission statement

statement	true/false
a) Identifies customers/stakeholders	
b) Helps identify customer and stakeholder needs, expectations	
c) Leads to the development of performance measures	
d) It describes what we strive for everyday.	

15. The following is not a dimension of how quality in healthcare is expressed
 a. Neatness
 b. safety
 c. effectiveness
 d. patient centeredness
16. The following is not a principle of quality improvement
 a. Focus on end result
 b. Use data for making decisions
 c. Understand variation in processes
 d. Use teamwork to improve work

SECTION B: Answer ALL questions (40 marks)

21. Discuss the four functions of health systems (8 Marks)
 22. Discuss the four sources of financing healthcare in the Kenyan context (4 Marks)
 23. Critically analyze four problems affecting management of healthcare information systems in Kenya (8 marks)
 24. Justify the study of economics in healthcare (4 Marks)
 25. Discuss **four** ways in which quality can be improved in healthcare. (8 marks)
 26. Explain four principles of quality management (4 Marks)
 27. Using Kurt Lewin's model of change, explain as a change agent how you can execute planned change in an organization. (4 Marks)

SECTION C: Answer ALL questions (40marks)

28. Discuss the implications of motivation on HR management under the following themes:
 a) Content theories (12 Marks)
 b) Process theories (8 Marks)
29. Using an organization of your choice, explain the process developing a strategic plan (20 Marks)

