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

(MAIN CAMPUSES)

**UNIVERSITY EXAMINATIONS
2023/2024 ACADEMIC YEAR**

THIRD & FOURTH YEAR FIRST SEMESTER EXAMINATIONS

**FOR THE BACHELOR OF SCIENCE
IN
EPIDEMIOLOGY AND BIostatISTICS
&
BACHELOR OF SCIENCE IN PUBLIC HEALTH**

COURSE CODE: HEM 312 & HEH 412

COURSE TITLE: HEALTH SERVICE MANAGEMENT

DATE: 6/12/2023

TIME: 2.00-4.00 PM

INSTRUCTIONS:

ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO IN SECTION B

TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 6 Printed Pages. Please Turn Over

SECTION A: SHORT-ANSWER QUESTION(S) (SAQs)40MKS

Instruction(s):

- *Answer all questions (40 marks).*
 - *Write the alternative of your choice in the space (s) provided in the answer booklet.*
 - *Each question is 5 marks*
1. Outline 4 concepts of health service management (5mks)
 2. State 5 systemic challenges in the healthcare service system (5mks)
 3. Why does organizational culture matter in the healthcare service delivery or organization? (5mks)
 4. Outline the components of KEPH at level 1 of healthcare delivery (5mks)
 5. State eight strategies that can help managers create the right atmosphere for motivating others (5mrks)
 6. Outline 5 roles and responsibilities of community health committee (CHC) as a governance structure in community health unit (CHU) (5mrks)
 7. Briefly discuss the difference between administration and management (5mrks)
 8. Briefly state the steps in problem solving and decision making as key managerial roles (5mks)

SECTION B: LONG-ANSWER QUESTION(S) (LAQs) 30 marks

- *Answer any TWO questions (30 Marks). Each question 15 marks*
1. Discuss the general considerations when planning duty rosters for staff in an organization. (15 Marks)
 2. Discuss the principles of health service management (15 Marks)
 3. Wherever there are people, there will always be conflict. Managers have to deal with conflict in the workplace every day.
 - a) Explain the concept “conflict management” (1mk)
 - b) Discuss conflict management styles (10mks)
 - c) expound on the steps involved in management (4mks)