

**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2012/2013**

**(KISUMU & KISII)**

**FIRST YEAR FIRST SEMESTER FOR THE DEGREE OF  
MASTER OF PUBLIC HEALTH**

**HMP5116: HEALTHCARE ORGANIZATION AND MANAGEMENT**

***DATE: AUGUST 2013***

***TIME***

**INSTRUCTIONS TO CANDIDATES**

1. Write your university registration number on every booklet that you use
2. Do not write your name on any paper you use
3. Question **One (1)** is compulsory
4. Answer **Any Three (3)** out of the remaining Questions.
5. Each Question is **15 marks**

Q1. Organizational conflict is one of the major inevitable hindrances to achievement of set goals and objectives.

- a) Explain the sources of conflict in organizations. **(10 marks)**
- b) Discuss the different approaches to resolving organizational conflicts and discuss your role as a healthcare manager in the application of each of the stated approaches. **(5marks)**

Q2. Explain the roles of an effective healthcare manager **(15 marks)**.

Q3. In organizations managers engage in various interpersonal relationships which can be reflected in the interpersonal communications. Describe ways of overcoming barriers to communications **(15 marks)**.

Q4. Compare and contrast transactional versus transformational leadership in a healthcare organization **(15marks)**.

Q5. Briefly discuss the following aspects of organizational psychology

- a) Job analysis **(3marks)**
- b) Performance appraisal/evaluation **(3marks)**
- c) Motivation in the workplace **(9marks)**

Q6. Discuss the National Health Service (NHS) of England highlighting its core principles **(15 marks)**.