

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

KISUMU LEARNING CENTER

BSC. COMMUNITY HEALTH AND DEVELOPMENT/BSc. PUBLIC HEALTH

HCD 3322: HEALTH SYSTEM DEVELOPMENT AND MANAGEMENT

YEAR 3 SEMESTER 2 END OF SEMESTER EXAMINATION TIME: 2 HOURS

SECTION I: SHORT ANSWER QUESTIONS (30 Marks)

Instructions: Answer all questions from this section

1. Outline the conceptual framework used in health system management (3 marks)
2. Differentiate the following terms:
 - a) Health Systems (1 marks)
 - b) Health systems strengthening (2 marks)
3. a) Define the term “leadership” (2 marks)
 - b) List 2 differences between democratic and autocratic leadership (2 marks)
4. Explain 3 barriers to effective planning in health care provision (3 marks)
5. Organizing is an important function in health care management. List 3 main purpose of organizing (3 marks)
6. Explain Great Man theory of leadership (3 marks)
7. a) Define the term ‘health care financing’ (1 mark)
 - b) List 2 goals of health care financing (2 marks)
8. Explain 3 characteristics of a successful health system (3 marks)
9. McGregor’s theory X and theory Y motivational theory states that workers grouped under theory X have the following 3 characteristics (3 marks)
10. a) Define the term ‘needs assessment’ (1 mark)
 - b) List the steps for conducting a needs assessment (2 marks)

SECTION II: ESSAY QUESTION (40 Marks)

Instructions: Answer ANY TWO questions from this section, each question carries 20 marks

1. a) List 4 causes of conflict at the work environment (4 marks)

b) Using examples discuss 4 methods that a health care leader may use in solving conflict at the workplace (16 marks)
2. An effective health system requires functioning “building blocks”.
 - a) List the 6 health system building blocks (6 Marks)
 - b) Discuss the factors to be considered to ensure that each of the building blocks function effectively (14 marks)
3. John is the health worker in charge of Migosis Health facility. He is spearheading the implementation of a new policy that emphasizes couple testing for HIV in the ante-natal clinic. This has been received with a lot of resistance by both the clients and the health workers.
 - a) Explain 4 rules for implementing change that would guide John when implementing this new policy (8 marks)
 - b) Describe how John would use the change theory by Kurt Lewins in the implementation of the new policy (12 marks)
4. a) Explain the 2 main types of motivation (2 marks)

b) Discuss the application of Maslow’s Hierarchy of needs theory in staff motivation (18 Marks)