



**JARAMOGI OGINGA ODINGA UNIVERSITY OF
SCIENCE & TECHNOLOGY UNIVERSITY
EXAMINATIONS 2012/2013**

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

(KISUMU L. CENTRE)

COURSE CODE: HES 5116

COURSE TITLE: HEALTHCARE ORGANIZATION AND MANAGEMENT

DATE: 16 /8/13

TIME: 9.00 - 11.00 AM

DURATION: 2 HOURS

INSTRUCTIONS

- 1. This paper contains five (5) questions.**
- 2. Answer question 1 (compulsory) and ANY other THREE(3) questions.**
- 3. Write all answer in the booklet provided.**

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)**.