



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF HEALTH SCIENCES**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE
PUBLIC HEALTH/ COMMUNITY HEALTH AND DEVELOPMENT**

3RD YEAR 2ND SEMESTER 2016/2017 ACADEMIC YEAR

KISII CAMPUS

COURSE CODE: HCD 3322

COURSE TITLE: HEALTH SYSTEM DEVELOPMENT AND MANAGEMENT

EXAM VENUE: STREAM: (BSc. P. Health / Comm Hlth & Dev)

DATE: EXAM SESSION:

TIME: 2.00 HOURS

Instructions:

- 1. Answer all questions in section A and any other 2 questions in Section B.**
- 2. Candidates are advised not to write on the question paper**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

SECTION A (30 MARKS)

1. Describe **three** public health sector functions that are fundamental in health systems.
(3 marks)
2. Outline **three** methods of dealing with resistance to change in Health management.
(3 marks)
3. Explain **three** elements of Kurt Lewin's management of change. (3 marks)
4. Explain **three** challenges facing the public health sector in Kenya. (3 marks)
5. Explain **three** characteristic features of Laissez faire leadership style in health systems.
(3 marks)
6. Explain **three** factors that influence the manager's intervention strategies in conflict management
(3 marks)
7. Explain **three** phases of modern Health era (3 marks)
8. State **three** components of Henry Fayols' classical administrative theory. (3 marks)
9. State any **three** requirements for manager's based on scientific management theory.
(3 marks)
10. State **three** reasons why evaluation of programs is necessary in health systems. (3 marks)

SECTION B (40 MARKS)

1. (a) Discuss the necessity for community health needs assessment (10 marks)
(b) Describe the factors that promote job satisfaction in health system management
(10marks)
2. Using examples discuss how Abraham Maslow's hierarchy of needs theory of organizational behavior may be applied in health system management (20 marks)
3. (a) Explain the characteristics of the building blocks of a good healthcare system(10 marks)
(b) Discuss the advantages and disadvantages of external evaluation of health systems
(10 marks)
4. (a) Discuss the relevance of Herzberg's two factor theory of motivation of healthcare staff
(10 marks)
(b) Explain the determinants of health according to the Health field concept. (10 marks)

