



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR DEGREE OF BACHELOR OF COMMUNITY**  
**DEVELOPMENT WITH IT**  
**3<sup>RD</sup> YEAR 2<sup>ND</sup> SEMESTER 2018/2019 ACADEMIC YEAR**  
**NAMBALE CAMPUS**

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**COURSE CODE: HCD 3322**

**COURSE TITLE: HEALTH SYSTEM DEVELOPMENT AND MANAGEMENT**

**EXAM VENUE: NAMBALE CAMPUS      STREAM: (COMM DEVT)**

**DATE:      EXAM SESSION:**

**TIME : 2.00 HOURS**

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**Instructions:**

- 1. Answer Question one (Compulsory) and any TWO questions**
- 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.**
- 4. Question ONE carries 30 marks and the rest 20 Marks each**

## SECTION A

### Answer question one (Compulsary)

#### Question One

- a) A conflict is an inevitable part of human nature. It undergoes stages in its development. With an aid of a diagram explain the stages of conflict in most health organizations (12marks)
- b) An NGO Afya Bora Uhai has contacted you with a view of carrying out a health needs assessment in one of the private facilities in Nambale. Explain the procedure you would follow in assessing the health needs of the facility. (8marks)
- c) Compare Maslow's and Herzberg's theory and explain how managers can use these theories to motivate employees. (10marks)

## SECTION B

### Answer any TWO questions

#### Question Two

- a) Explain any six skills necessary for a good health needs assessment to be adequately performed (6marks)
- b) Describe perception of health needs as viewed in community development (4marks)
- c) Define the term Motivation (2marks)
- d) Discuss four common reasons for loss of motivation (8marks)

#### Question Three

- a) Briefly discuss the concept of clinical governance in relation to public health (4marks)
- b) Explain any five causes of conflict in organizations. (5marks)
- c) Discuss any three leadership styles that one can apply in his/her duties (6marks)
- d) Discuss the history of public health services (4marks)

#### Question Four

- a) Outline strategies to recommend to realize effective teamwork (6marks)
- b) What are the objectives of health needs assessment (4marks)
- c) Identify steps in managing a public health crisis (5marks)
- d) Explain any five Key components of clinical governance (5marks)

#### Question Five

- a) Briefly discuss four Prerequisites for successful clinical governance (5marks)
- b) Explain the importance of teamwork in dealing with public health crisis (5marks)
- c) Discuss the steps involved in decision making in a public health facility (6marks)
- d) Compare and contrast between public health and public health systems (4marks)