



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF HEALTH SCIENCES**  
**APRIL 2019 UNIVERSITY EXAMINATION FOR DEGREE**  
**OF BACHELOR OF SCIENCE IN PUBLIC HEALTH**  
**4<sup>TH</sup> YR 2<sup>ND</sup> SEM 2018/2019 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: HCD 3322**

**COURSE TITLE: HEALTH SERVICE MANAGEMENT**

**EXAM VENUE:**

**STREAM: (BSc Public Health)**

**DATE: 25/4/19**

**EXAM SESSION: 12.00 – 2.00PM**

**TIME: 2.00 HOURS**

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**Instructions:**

- 1. Answer all the 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: Answer ALL Questions in this section (30 marks)**

1. Describe the key health infrastructural components that are essential to the success of health service delivery, stating the significance of each in the delivery of health care. (5 marks)
2. Name and explain five factors that affect the numbers of healthcare personnel available in health facilities within the devolved government in present Kenya. (5 marks)
3. You have recently been appointed a manager of a health organization. Describe five managerial roles you will be expected to execute. (5 marks)
4. Outline interests and roles of five Key Actors in health policy making and planning. (5 marks)
5. State the interrelationships between health information technology and patient care. (5 marks)
6. Explain the mechanisms of revenue generation by the government of Kenya for funding health programs. (5 marks)

**Section B: Answer ANY TWO Questions in this section (40 marks)**

1. Citing relevant examples of HRM functions/practices, discuss how human resource management may contribute to the competitive advantage of a health care organization. (20 marks)
2. Social health insurance exists alongside other health insurance schemes. Identify and discuss various forms of health insurance schemes that can be applied in Kenya health sector citing comparative advantages of each. (20 marks)
3. Identify and discuss the issues that need to be considered in the implementation and designing Health Management Information System, citing the pre-requisite characteristics of such a system. (20 marks)
4. Identify and discuss the various contemporary leadership styles that you may apply as a health manager in-charge of a health care organization, elaborating competitive advantages of each in a volatile health business environment. (20 marks)