



**BONDO UNIVERSITY COLLEGE
UNIVERSITY EXAMINATIONS 2012/2013
FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR
THE DEGREE OF MASTER OF PUBLIC HEALTH**

KISII LEARNING CENTRE

COURSE CODE: HMP5116

TITLE: HEALTHCARE ORGANIZATION AND MANAGEMENT

DATE: 16/12/2012

TIME: 8.00-11.00AM

DURATION: 3 HOURS

INSTRUCTIONS

- 1. This paper contains FIVE questions**
- 2. Answer question 1 (Compulsory) and ANY other Two questions**
- 3. Write all answers in the booklet provided**

- Q1. You have been promoted to a district health officer and transferred to a neighboring district. Explain how you would work with your team to develop and improve the district health system **(15marks)**.
- Q2. 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)**.
- Q 3a). 'Delegation' means to grant or confer the authority from superior to subordinate to accomplish a particular assignment. When should a health care manager **not** delegate? **(3marks)**.
- b). The significant organizational change occurs when an organization changes its overall strategy for success, adds or removes a major section or practice and wants to change the very nature by which it operate. Identify what should be done to introduce planned change in a health care organization**(5marks)**.
- c). Everybody feels angry at one time or another. It's an emotion we all have to learn to deal with. The manager may feel capable of controlling his own temper, tension or stress but he/she must also learn to handle a situation in which people are expressing their angry emotions. Identify guidelines for dealing with anger **(7marks)**.
- Q4. Too often 'teams' are merely formed by gathering some people together and then hoping that those people somehow find a way to work together. Describe the guideline to design, develop and support a highly effective team **(15 marks)**.
- Q5. Define 'manpower planning' **(2 marks)**.
What are the advantages for a health care organization which decided to follow a policy of providing future manpower needs from within its own resources **(13 marks)**.
- Q6. 'Efficiency and Equity' are two main criteria by which economic analysis usually judges the way in which resources are employed. Discuss the two technical terms as used in distribution of output amongst the population **(15 marks)**.