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. (12 marks)

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. (8 marks)

c) Compare Maslows and Herzbergs theory and explain how managers can use these theories to motivate employees. (10 marks)

SECTION B

Answer any TWO questions

Question Two
a) Explain any six skills necessary for a good health needs assessment to be adequately performed. (6 marks)

b) Describe perception of health needs as viewed in community development. (4 marks)

c) Define the term Motivation. (2 marks)

d) Discuss four common reasons for loss of motivation. (8 marks)

Question Three
a) Briefly discuss the concept of clinical governance in relation to public health. (4 marks)

b) Explain any five causes of conflict in organizations. (5 marks)

c) Discuss any three leadership styles that one can apply in his/her duties. (6 marks)

d) Discuss the history of public health services. (4 marks)

Question Four
a) Outline strategies to recommend to realize effective teamwork. (6 marks)

b) What are the objectives of health needs assessment? . (4 marks)

c) Identify steps in managing a public health crisis. (5 marks)

d) Explain any five Key components of clinical governance. (5 marks)

Question Five
a) Briefly discuss four Prerequisites for successful clinical governance. (5 marks)

b) Explain the importance of teamwork in dealing with public health crisis. (5 marks)

c) Discuss the steps involved in decision making in a public health facility. (6 marks)

d) Compare and contrast between public health and public health systems. (4 marks)