

TECHNICAL UNIVERSITY OF MOMBASA
FACULTY OF APPLIED AND HEALTH SCIENCES
DEPARTMENT OF ENVIRONMENT & HEALTH SCIENCES
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF
SCIENCE IN COMMUNITY HEALTH
BSCH 14J/YEAR4/ SEMESTER1
APH 4404: HEALTH SERVICE MANAGEMENT
SEMESTER EXAMINATION
SERIES: APRIL/MAY 2016
TIME: 2 HOURS

Instructions to Candidates

This paper consists of FIVE questions

Answer question ONE (COMPULSORY) and any other TWO questions.

This paper consists of two printed pages.

Question One

- a) Mention why management it is essential for all kinds of organizations (4marks)
- b) Explain management by exception. (2marks)
- c) Bond area of responsibility composed of many activities aimed at achieving a predetermined objective is called?
(i) Management
(ii) Administration
(iii) Function (2marks)
- d) What is span of control in a health institution structure? (4marks)
- e) Explain transformational leadership? (4marks)

- f) Describe the institutional goals based on the community's health needs. **(4marks)**
- g) Explain the organizational climate in a health institution: **(4marks)**
- h) Outline the advantages of line pattern in a health organizational structure. **(4marks)**
- i) What is health service supervision:- **(2marks)**

Question Two

- a) As a health supervisor explain the different types of health indications. **(10marks)**
- b) What are the personality traits of a visionary leader?
(8marks)
- c) What is a vision statement? **(2marks)**

Question Three

With the help of a diagram explain the comparison of Authoritarian democratic and laissez-faire leadership styles. **(20marks)**

Question Four

Discuss the functioning of the nursing delivery system in your health care organization and does it make the nursing system more efficient, or effective? How do you improve it? **(20marks)**

Question Five

- a) Discuss management Audit in relation to health services.

(10marks)

- b) Explain organizational philosophy in relation to nursing service administration in your local health facility. **(10marks)**