

**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.*

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**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)**