



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF ENVIRONMENT & HEALTH SCIENCES

UNIVERSITY EXAMINATION FOR:

BACHELOR OF SCIENCE IN COMMUNITY HEALTH

BSCH /14S/YEAR 4/ SEMESTER 1

APH 4404: HEALTH SERVICE MANAGEMENT

SPECIAL/ SUPPLEMENTARY EXAMINATIONS

SERIES: SEPTEMBER 2018

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.

Mobile phones are NOT allowed in the examination room

QUESTION ONE

QUESTION ONE

- a) Mention the four decisional roles of a manager. **(4 marks)**
- b) Differentiate between health service and health service organization. **(4 marks)**
- c) What is the importance of having a philosophy for an organization? **(4 marks)**
- d) Mention the principles of a democratic leadership **(4 marks)**
- e) List down the components of communication process using a diagram direction **(4 marks)**
- f) Distinguish between public finance management and procurement. **(4 marks)**
- g) What are the rules for brainstorming technique? **(4 marks)**

- h) Explain accountability in health service management **(2 marks)**

QUESTION TWO

You as the health service manager in TUM, by providing an example diagram, discuss the principal purpose for defining the organization. **(20 marks)**

QUESTION THREE

- a) Name and define the functions of management. **(12 marks)**
- b) Differentiate standing use plans and single use plans giving examples. **(8 marks)**

QUESTION FOUR

- a) Discuss the psychological block and environmental distractions in communication block. **(10 marks)**
- b) Explain the five steps of Human resources planning **(10 marks)**

QUESTION FIVE

- a) Define quality assurance **(2 marks)**
- b) Discuss the principles of management. **(18 marks)**