



FACULTY OF APPLIED AND HEALTH SCIENCES

DEPARTMENT OF ENVIRONMENT & HEALTH SCIENCES

UNIVERSITY EXAMINATION FOR:

**BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCE**

BSMLS/21S YEAR 4 SEMESTER 2

AML 4409: HEALTH SERVICES MANAGEMENT

END OF SEMESTER EXAMINATION

**SERIES: AUGUST 2024**

**TIME: 2HOURS**

**DATE: Pick Date AUG 2024**

**Instructions to Candidates**

You should have the following for this examination

*-Answer Booklet, examination pass and student ID*

This paper consists of **FIVE** Question(s). Attempt question ONE (Compulsory) and any other TWO questions.

**Do not write on the question paper.**

---

**SECTION A (Answer all the Questions)**

**(30 Marks)**

**QUESTION ONE**

- a) State Five (5) qualities of leadership (5 Marks)
- b) Highlight Five (5) benefits of power and of delegation to an organization (5 Marks)
- c) Outline Five (5) roles of Lower Level of Management in an organization (5 Marks)
- d) Describe Five (5) Characteristics of and effective team (5 Marks)
- e) Enumerate Five (5) various roles and responsibility of Healthcare Administrators (5 Marks)
- f) Explain Five (5) factors which hinder effective planning in an organization (5 Marks)

**SECTION B: (Answer only TWO Questions)**

**(40 Marks)**

## **QUESTION TWO**

As a student of leadership, provide recommendations to the major problems facing Kenya leadership? (20 Marks)

## **QUESTION THREE**

According to research most organization failure to achieve their goals and objective because those in position of leaders lacks the basic Principles of Leadership. Discuss the various Principles of Leadership which a leader should possess to enable him/her to lead effectively. (20 marks)

## **QUESTION FOUR**

Discuss as a head of section Describe stages involved in effective delegation (20 marks)

## **QUESTION FIVE**

Managers make mistakes while evaluating employees and their performance. Biases and judgment errors of various kinds may spoil the performance appraisal process. Explain the possible biases that should be avoided in conducting performance appraisal. (20 marks)