



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF APPLIED AND HEALTH SCIENCES
DEPARTMENT OF ENVIRONMENT & HEALTH SCIENCES

UNIVERSITY EXAMINATION FOR:
BACHELOR OF SCIENCE IN MEDICAL LABORATORY SCIENCE

AML 4409: HEALTH SERVICES MANAGEMENT

BSMLS/21S YEAR 4 SEMESTER 2

SUPPLEMENTARY/SPECIAL EXAMINATION

SERIES: November 2024

TIME: 2HOURS

DATE: Pick Date NOV 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) Outline Five (5) Roles of the top management in an organization (5 Marks)
- b) Highlight Five (5) Main obstacles in managing health care centers (5 Marks)
- c) Explain Five (5) Features that distinguished a servant leader from a transformational leader (5 Marks)
- d) State any Five (5) Types of leaders (5 Marks)
- e) Outline Five (5) differences between Delegation and Decentralization (5 Marks)
- f) Enumerate Five (5) the various roles and responsibility of Healthcare Administrators (5 Mark)

SECTION B: (Answer only TWO Questions)

(40 Marks)

QUESTION TWO

Discuss Advantages of Planning in healthcare

(20 Marks)

QUESTIONS THREE

It is said that performance appraisal is an investment for the company which can be justified. Discuss the advantages of performance appraisal

(20 Marks)

QUESTION FOUR

Emeka and Tobi once argued that democratic leadership style is the best approach to leading than autocratic. Do you agree with this argument? Discuss

(20 Marks)

QUESTION FIVE

Explain the characteristics of a Good/Effective team

(20 Marks)