



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BSC HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
END OF JANUARY-APRIL 2023 SEMESTER EXAMINATIONS**

UNIT CODE: HMD 126

UNIT NAME: Principles of Time Management

DATE: Wednesday 12th April 2023

TIME: TWO HOURS 9:00AM-11:00 AM

INSTRUCTIONS:

1. ATTEMPT ALL QUESTIONS IN SECTION A AND ANY TWO QUESTIONS IN SECTION B.
2. Do not write on the question paper

SECTION A: SHORT ANSWER QUESTIONS. ANSWER ALL. TOTAL 30 MARKS

1. Define the term time management. (2Marks)
2. State two ways in which you can assess your usage of time (2marks)
3. Outline six steps that you can use to effectively manage your time (3marks)
4. Explain five-time management skills (5. Marks)
5. Outline 3 steps of prioritising your obligations (3marks)
6. State 10 common time management mistakes (5Marks)
7. Enumerate 5 factors beyond our control that make us waste time A(5marks)
8. Highlight 5 factors within our control that make us waste time (5marks)

SECTION B: LONG ANSWER QUESTIONS. ANSWER ANY TWO. TOTAL 40 MARKS

9. Mc Onyango wearily turned to his major donor prospect plan when Mrs. Subwa and her son left his office. He also had some action items for the kickoff for the upcoming walk (which by the way, was right on top of gala recovery) He really had not meant to spend the last hour and a half first with an employee asking about the dental plan, and then with this parent Mrs., Subwa who had stopped unexpectedly by the office; but he was committed to his “donor-centric” and open door policy approach to doing things. And he believed it was important and it made a difference. The community was more engaged and morale was up. Marina, Mc Onyango’s predecessor had been so inaccessible; you’d have to make an appointment with her to tell her the building was on fire! Now everyone seemed to enjoy Mc Onyango’s accessibility and open-door philosophy. But Mc Onyango’s accessibility had its drawbacks. He spent all day talking to people, and all night doing the work he should have been doing during the day. He couldn’t keep running this “chat room”. He was becoming exhausted. How could he remain available to the “visiting” families, his staff, volunteers, and board and get his work done too?... not to mention his obligations to his own family, neighbours in need, and his church?

Question

- a) Give Mc Onyango ideas, thoughts and relevant brain laws (5 Marks)
b) Discuss the best solution (15Marks)
10. Siyokimau went through her pile of “to-do” lists, checking off item after item. Done, done, done, done, done, done. With each flick of the pen, one more task was lifted from her shoulders. Then she copied the tasks that remained on to a new list:

To Do

- get the status of annual sponsorships
- write personal thank you from the last event
- recruit new leaders from the community (must!)
- ensure the training for gala volunteers is done this week
- submit a budget report to National Office, which was due...like, yesterday...
- meet with staff to brainstorm ideas to sell annual sponsorships

She paused in dismay. These were all the most critical priorities! What had she been doing when she should have been completing these tasks? She glanced at her outlook schedule; yesterday there was that meeting with Tony that she really didn’t have to go to. Then she and Shelley spent the rest of the morning discussing the office supply situation. She had a meeting with Lisa to help her with the revenue report and Major Donor prospect plan. That and promptly returning e-mails during lunch took a better part of the afternoon. She had done everything she was supposed to in using her time better: made schedules and “to do” lists, screened her calls and returned them all at once- and now everyone else was going home, and she hadn’t even really started!

What was the point of all her careful time management when she still was overworked and frenzied? What would you do? 1. jot down some key ideas/thoughts/advice you would give Siyokimau 2. Share with the colleague next to you 3. briefly outline the best possible solution 4. we will debrief & discuss as a large group

Question

- a) Give Siyokimau ideas, thoughts and relevant brain laws (5 Marks)
- b) Discuss the best solution (15Marks)

11. As a Health System Manager, your head of the institution has requested you to be a keynote speaker in a health system workers' **Time Management Quad**. Discuss how you can use the four quad tools to promote efficiency in their work places. (20marks).

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