



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

HMD 312: HEALTH, STRESS AND MANAGEMENT

Date : Wednesday 5th April 2023

TIME : Two (2) Hours 9:00 AM-11:00AM

INSTRUCTIONS TO CANDIDATES

- 1) This exam is out of 70 marks
- 2) Answer all questions in Section A (30 Marks)
- 3) Answer any 2 questions in Section B (40 Marks)
- 4) Do not write on the question paper

SECTION A

- 1) Highlight any five (5) causes of stress at the workplace (5 marks)
- 2) Identify five (5) organizational stressors. (5 Marks)
- 3) Enumerate five (5) stress coping mechanisms (5 marks).
- 4) State any five (5) models of stress and stress management (5 marks)
- 5) Outline any five (5) roles of human resources manager for health in stress management (5 marks).
- 6) Highlight any five (5) significances of labor relations in a healthcare organization (5 marks)

SECTION B: ANSWER ANY TWO (2) QUESTIONS

- 7) You have been hired as a human resource management consultant in a healthcare organization to conduct a survey on job satisfaction. Discuss ten (10) factors influencing job satisfaction of healthcare workers in the organization (20 marks)
- 8) As a health care manager, discuss five (5) managerial stressors, and in each case identify mitigation strategy. (20 marks).
- 9) As a labor relations expert hired to address issues of stress in a health care organization:
 - a) Discuss five (5) roles of labor unions in addressing stress among employees in the workplace (10 Marks)
 - b) Discuss five (5) mechanisms of avoiding stress in the workplace (10 marks).