



**AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF COMMUNITY HEALTH
HIGHER DIPLOMA IN COMMUNITY HEALTH
END OF SEMESTER EXAMINATION APRIL 2024**

UNIT CODE: HCDH 132
UNIT NAME: HEALTH SERVICES MANAGEMENT
DATE: 9TH APRIL, 2024
TIME: TWO HOURS START: 4.30 PM FINISH 6.30 PM

INSTRUCTIONS

1. This exam is marked out of 60 marks
2. This Examination comprises TWO Sections
Section A: Compulsory Question (20 marks)
Section B: Long Answer Questions (40 marks)

SECTION A: SHORT ANSWER QUESTIONS: COMPULSORY (20 Marks)

1. Define health systems from a healthcare system **(2 Marks)**
2. Highlight the WHO's building blocks framework for health system strengthening **(4 Marks)**
3. Outline FOUR characteristics of a functional and responsive health system **(4 marks)**
4. Enumerate TWO objectives of Health systems management **(2 Marks)**
5. Outline any FOUR management functions in healthcare organisations. **(2 Marks)**
6. Outline FOUR reasons why emotional intelligence is important for leaders and managers. **(2 Marks)**
7. Name TWO main components of organizational development. **(2 Marks)**
8. State TWO reasons why the health system actually starts from the household level. **(2 Marks)**

SECTION B: ANSWER ANY TWO (2) QUESTIONS (40 MARKS)

9. Demonstrate how you can apply each of the following leadership theories.
 - a. The Situational Leadership Theory **(4Marks)**
 - b. Theory X and Theory Y by Douglas McGregor **(12Marks)**
 - c. Behavioural Theory of Leadership **(4Marks)**
10. Discuss the impact of any FIVE (5) challenges facing the health sector organisational development endeavours in Africa/Kenya. **(20 Marks)**

11. You are the manager in charge of a district healthcare facility. The facility has been facing rampant shortages of supplies in the recent past and this has been blamed on poor supply chain practices by the local chief. Sometimes the drugs are available but end up being destroyed because of expiration. In some cases, the community is not aware about new supplies. As the manager you would like the community to fully participate in supply chain activities.

- a. Highlight FOUR ways in which ways can the community participate? **(4 Marks)**
- b. Explain why community participation is necessary? **(4 Marks)**
- c. How can the community be a risk to the flow of healthcare supplies? How can it be of help? **(2 marks)**
- d. How does the community determine the location of healthcare facilities in the supply chain? Why should it be involved? **(10 Marks)**

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