



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
BSC HEALTH SYSTEMS MANAGEMENT AND DEVELOPMENT
END OF SEPTEMBER-DECEMBER SEMSTER EXAMINATION 2023

HMD 213: Healthcare Organization Development

TIME: Two (2) Hours

DATE: 10-December-2023

Start: 4.15PM

Stop: 6.15PM

INSTRUCTIONS TO CANDIDATES

- 1) This paper has Sections A and B
- 2) The examination paper is out of 70 marks
- 3) Answer ALL questions in Section A
- 4) For Section B, answer any two (2) questions of your choice
- 5) Use the university examination booklets provided
- 6) Write your student registration number on all your answer sheets
- 7) Only use the official AMIU answer sheet

Read carefully the additional instructions preceding each section

SECTION A: SHORT ANSWER QUESTIONS. ANSWER ALL QUESTIONS

(30 Marks)

1. Outline any five (5) elements of an organisation. **(5 marks)**
2. Name five (5) main components of organisational development. **(5 marks)**
3. Differentiate between a mission and vision statement in an organisation. **(2 marks)**
4. State three (4) roles that intra and interpersonal communication play in organisational development. **(4 marks)**
5. Identify four (4) roles a manager would play in organisational development process. **(4 marks)**
6. Enumerate six (6) areas of focus in change management **(6 marks)**
7. Contrast Frederick Taylor and Henri Fayol's early Management theories (Late 19th to Early 20th Century). **(4 marks)**

SECTION B

LONG ANSWER QUESTIONS: ANSWER ANY TWO (2) QUESTIONS (40 Marks)

8. Discuss the importance of any five (5) components of organisational development. **(20 marks)**
9. Describe with examples of activities of any four (4) phases of organisational development life cycle. **(20 marks)**
10. Deliberate the impact of any five (5) challenges facing the health sector organisational development endeavours in Africa/Kenya. **(20 marks)**