



AMREF INTERNATIONAL UNIVERSITY
SCHOOL OF PUBLIC HEALTH
DEPARTMENT OF COMMUNITY HEALTH
HIGHER DIPLOMA IN COMMUNITY HEALTH PRACTICE

UNIT CODE: HDCH 132

UNIT NAME: HEALTH SERVICES MANAGEMENT

DATE: WEDNESDAY 13th March 2024

TIME: 2 HOURS

START: 4:30PM FINISH: 6.30PM

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)
3. All questions in Section A are compulsory and Answer any TWO questions in Section B
4. This online exam shall take 2 Hours
5. Late submission of the answers will not be accepted
6. Ensure your web-camera is on at all times during the examination period
7. No movement is allowed during the examination
8. Idling of your machine for 5 min or more will lead to lock out from the exam
9. The Learning Management System (LMS) has inbuilt integrity checks to detect cheating
10. Any aspect of cheating detected during and or after the exam administration will lead to nullification of your exam
11. In case you have any questions call the invigilator on Head of Department on Tel +254720573449 or Ag Head of Department +254723742370
12. For adverse incidences please write an email to: amiu.examinations@amref.ac.ke

**SECTION A: SHORT ANSWER QUESTIONS. ANSWER ALL QUESTIONS
(20 Marks)**

1. Highlight TWO roles that intra and interpersonal communication play in organizational development. (2 Marks)
2. Outline the WHO's building blocks framework for health system strengthening (3 Marks)
3. Outline FOUR characteristics of a functional and responsive health system (2 marks)
4. Enumerate FOUR objectives of Health systems management (2 Marks)
5. Outline any FIVE management functions in healthcare organisations. (2 Marks)
6. Outline FOUR reasons why emotional intelligence is important for leaders and managers. (2 marks)
7. Highlight FIVE main components of organizational development. (2 Marks)
8. State any three reasons why the health system actually starts from the household level. (2 Marks)
9. Define the following healthcare models
 - a) The Beveridge Model (1 Mark)
 - b) The Bismarck Model (1 Mark)
 - c) The National Health Insurance Model (1 Mark)

SECTION B

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

10. You have been asked to form and lead a team of five students who will work together on a project. Explain what you can do at each of the five stages of group development to effectively lead this team towards success and satisfaction. (20 Marks)
11. Illustrate how any four (4) health systems principles influence the organization and delivery of health services (20 Marks)
12. Discuss the impact of any five (5) challenges facing the health sector organizational development endeavors in Africa/Kenya. (20 Marks)