



KENYATTA UNIVERSITY

EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE (HEALTH RECORDS INFORMATION MANAGEMENT)

HCH 202: HEALTH SERVICE MANAGEMENT I

2ND SEMESTER 2022/2023

TIME: 2 HOURS

INSTRUCTIONS: Write all your answers in the booklet provided.

SECTION A: Answer all questions (20 marks)

Question one.

- i. Justify employees involvement in managing change in an organization (4 marks)
- ii. As a manager explain how you would ensure effective standards in performance evaluation. (4 marks)
- iii. Describe any three elements of Career planning (6 marks)
- iv. Discuss any three Goals of Performance Appraisals (6 marks)

SECTION B: Attempt question two, and any other two.

Question two

National Health Insurance Fund (NHIF) is suggesting some changes as regards the health cover. These changes are likely to affect members, both principal contributors and beneficiary. Discuss three methods that NHIF can use to introduce these changes with minimal resistance(20 marks)

Question three

- a. Discuss any five Potential problems experienced by health records information managers when conducting performance evaluations. (10 marks)
- b. Discuss any five approaches you would use to facilitate employee career development (5 marks)

Question four

Discuss five main causes of labour management problems and how they can be mitigated

(15 marks)

INVOLVEMENT IN ANY EXAMINATION IRREGULARITY SHALL LEAD TO DISCONTINUATION

Question five

Discuss five core competences that you may need as a manager for effective implementation of computerized record keeping in your hospital. (15 marks)