



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2009/2010

FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF SCIENCE (ENVIRONMENTAL HEALTH)

HEH 408: HEALTH SERVICES MANAGEMENT

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DATE: WEDNESDAY 23RD DECEMBER 2009 **TIME: 2.00 P.M. – 4.00 P.M.**

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INSTRUCTIONS

This paper consists of two Sections:

Section A: SAQS and Section B. LEQS.

SECTION A: SAQS. Answer All Five (5) questions. (20 marks)

- SAQ 1. Explain the following terms:
- System (4 marks)
 - Open system (6 marks)
- SAQ 2. Outline the managerial skills. (4 marks)
- SAQ 3. Draw a model of Ohio state of leadership. (4 marks)
- SAQ 4. Define the classical concept in Management. (4 marks)
- SAQ 5. Define health management. (4 marks)

SECTION B. LEQ 1 is Compulsory.

Answer any other TWO questions

- LEQ 1. Explain the application of Mintzberg's theory to health management. (20 marks)
- LEQ 2. What's behavioural approach in health management? (15 marks)
- LEQ 3. Explain the contribution of Elton Mayo to sociology of management. (15 marks)
- LEQ 4. "Health Care Institutions are systems". Discuss. (15 marks)
- LEQ 5. Outline in detail the Maslow's classification of needs. (15 marks)