



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2011/2012

**SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF
SCIENCE (ENVIRONMENTAL HEALTH) AND BACHELOR OF SCIENCE
(COMMUNITY RESOURCES MANAGEMENT AND EXTENSION)**

HEH 408N: HEALTH SERVICE MANAGEMENT

DATE: TUESDAY, 3RD APRIL 2012

TIME: 2.00 P.M. – 4.00 P.M.

INSTRUCTIONS:

- **There are two sections A and B. In section A, answer all questions and in section B, answer question TWO and any other two questions.**
- **Do not write on the question paper.**

SECTION A

1. a) List five characteristics of planned change. (5 marks)
b) Outline five uses of budgets in any health care organizations. (5 marks)
c) Briefly explain four approaches to performance appraisal. (4 marks)
d) List four characteristics of service quality. (4 marks)
e) Define the following terms:
i) Total Quality Management (1 mark)
ii) Personnel management (1 mark)

SECTION B

2. i) Outline four benefits of effective time management in any health care organization. (4 marks)
ii) You are a manager in AFYA INTERNATIONAL, a health care organization and as an environmental health manager; you realize the importance of using principles of health management to help you manage the organization successfully. Discuss eight principles of management. (16 marks)

3.
 - i) Outline five functions of management that environmental managers must use in order to manage their stations of work successfully. (5 marks)
 - ii) As an environmental health professional, you are aware that personnel motivation is important in the provision of quality services. Discuss five motivational factors you would use to motivate your personnel. (10 marks)
4. Discuss various reasons of performance appraisal in health care organizations. (15 marks)
5. Discuss in detail principles of Total Quality Management in the provision of health care services. (15 marks)
