

**W1-2-60-1-6**

**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2019/2020**

**FOURTH YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN PHYSIOTHERAPY**

**IPH 2411: HEALTH SERVICES MANGEMENT**

**DATE: DECEMBER, 2019 TIME: 3 HOURS**

INSTRUCTIONS: ANSWER ALL QUESTIONS IN **SECTION A** (COMPULSORY) AND ANY OTHER ONE QUESTION IN **SECTION B**

**SECTION A: SHORT ANSWER QUESTIONS: 48 MARKS (SAQs)**

1. List six functions of Human Resource Management (6 marks)

2. Outline six uses of budgets in any health care organizations (6 marks)

3. Enumerate six reasons performance appraisal (6 marks)

4. List six characteristics of service quality (6 marks)

5. Describe six skills of management that are crucial in managing health care service organizations (6 marks)

6. Explain the following terms as used in Health Services Management (6 marks)

 i. Total Quality Management (2 marks)

 ii. Performance appraisal (2 marks)

7. List six reasons of resistance to change in any care system (6 marks)

**SECTION B: LONG ANDWER QUESTIONS (LAQs): 22 MARKS**

8. You are a manager on an International Organization and as a health manger; you realize the importance of using principles of health management to help you manage the organization successfully. Discuss eight principles of management (22 marks)

9. i. Discuss any six functions of management that environmental managers

must use in order to manage their stations of work successfully

(12 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 our personnel.

 (10 marks)

10. i. Discuss factors you would consider to help you understand who is a

 good manager. (12 marks)

 ii. Discuss any principles of Quality Management. (10 marks)