



ALUPE UNIVERSITY
COLLEGE

... Bastion of Knowledge...

P. O.Box 845-50400 Busia(K)

principal@auc.ac.ke

Tel: +254 741 217 185

+254 736 044 469

off Busia-Malaba road

**OFFICE OF THE DEPUTY PRINCIPAL
ACADEMIC, RESEARCH AND STUDENT AFFAIRS**

UNIVERSITY EXAMINATIONS

2020 /2021 ACADEMIC YEAR

THIRD YEAR END OF SECOND SEMESTER MAIN EXAMINATION FOR THE DEGREE BACHELOR PHYSIOTHERAPY

COURSE CODE: BPT 316

COURSE TITLE: HEALTH SERVICES MANAGEMENT

DATE: 14TH JULY 2021

TIME: 8.00 -11.00 AM

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 2 PRINTED PAGES

PLEASE TURN OVER

REGULAR MAIN EXAM

BPT 316 HEALTH SERVICE MANAGEMENT

BSC PHYSICAL THERAPY

DURATION: 3.00 HOURS

INSTRUCTIONS TO CANDIDATES

- i. Answer **ALL** questions in section A, B and C
- ii. Do not write on the question paper.

SECTION A: MULTIPLE CHOICE QUESTIONS – MCQs [20 MARKS]

1. Which of the following best describes Management?
 - a) The process of coordinating people to achieve certain results
 - b) The pool of highly paid individuals who direct the organization
 - c) The process of coordinating resources to achieve the organizations purpose
 - d) Getting things done through and with technical resources
2. _____ are resources that provide utility value to all other resources
 - a) Material
 - b) Money
 - c) Human
 - d) Machinery
3. The term procurement as used in human resource management means:-
 - a) Recruitment and selection
 - b) Training and development
 - c) Pay and benefit
 - d) Health and safety
4. The characteristics of human resource management is _____ in nature.
 - a) Homogeneous
 - b) Heterogeneous
 - c) Ductility
 - d) None of the above
5. Identify the managerial function out of the following functions of HR managers:
 - a) Procurement
 - b) Development
 - c) Organizing
 - d) Performance appraisal
6. Which one of the following is an example of operative function of HR managers
 - a) Planning
 - b) Organizing
 - c) Procurement
 - d) Controlling
7. The scope of human resources includes
 - a) Procurement
 - b) Development
 - c) Compensation
 - d) All the above

8. Human resource management is normally _____ in nature
- Proactive
 - Reactive
 - Combative
 - None of the above
9. The human resource management functions aim at
- Ensuring that the human resources possess adequate capital, tools, equipment and material to perform the job successfully
 - Helping the organization deal with its employees in different stages of employment
 - Improving an organizations creditworthiness among financial institutions
 - None of the above
10. Which of the following aptly describes the role of line managers and staff advisors, namely HR professionals?
- Staff advisors focus more on developing HR programmes while line managers are more involved in the implementation of those programmes
 - Line managers are concerned more about developing programmes whereas staff advisors are involved in implementing such programmes
 - Staff advisors are solely responsible for developing, implementing and evaluating the HR programmes while line managers are not involved in any way
 - Line managers are solely responsible for developing, implementing and evaluating the HR programmes while staff advisors are not involved in any matter concerning HR.
11. Management theorist who developed the 14 principles of management is:
- Frederick Taylor
 - Max Weber
 - Mary Follet
 - Henri Fayol
12. What leadership style is used to maintain strong control in the department?
- Laissez – Faire
 - Democratic
 - Autocratic
 - Supportive
13. When cooperation, give and take techniques are used to resolve a conflict, which conflict resolution method does it represent?
- Arbitration
 - Compromising
 - Meditiation
 - Negotiation
14. Health Management Information System (HIMS):-
- Creates and shares documents that support day-to-day office activities
 - Process business transactions (e.g. time cards, payments, orders etc.)
 - Capture and produce the knowledge of an expert problem solver
 - Uses the health services transaction data to produce information needed by managers to make operational and strategic decisions
15. The most important attribute of health information that a manager requires is:-
- Relevance
 - Media
 - Timeliness
 - Quality

16. What does financial protection mean in the context of Universal Health Care (UHC)?
- Protecting the health insurance fund (NHIF) from incurring a deficit
 - Protecting people from facing hardship when they use health services
 - High income countries have achieved UHC
 - Financing of UHC is a concern for middle and low income countries only
17. Whereas accounting provides a rationale means by which to measure financial performance and assess operations, _____ is the obligation to accept responsibility and to account for implementation of activities in accord to the mandate.
- Auditing
 - Accountability
 - Financial management
 - Contract management
18. Which of the sources of health financing listed below has the greatest negative impact to accessibility of health services especially among the poor in society?
- Cost-sharing
 - Government financing
 - Employment based group private insurance
 - Out of pocket
19. Resource allocation in health care must satisfy two main ethical criteria:-
- Benefits and costs
 - Efficiency and cost effectiveness
 - Cost effectiveness and equity
 - Equity and efficiency
20. A policy is:
- Statement of Intent
 - Set of procedure for implementing programme activities
 - Ideas or plans that are used as basis for making decisions
 - Laws and regulations

*Community level
- sub county level
- County level
- National level*

SECTION B: SHORT ANSWER QUESTIONS - SAQs [40 MARKS]

- Define the following terms [5 marks]
 - Health management information system
 - Health care financing
 - Human resource management
 - Health economics
 - Organizational behaviour
- Explain the difference between a policy and a plan [5 marks]
- What is the difference between costs benefit and cost effectiveness? [5 marks]
- What are the functions of a Health Management Information System at the sub-county level? [5 marks]
- Outline the main levels of resource allocation in the Kenyan public health sector. [5 marks]

6. Outline five fundamental principles of Human Resources Management in the health sector [5 marks]
7. What are the characteristics of a good Health Management Information System as articulated by the World Health Organization (WHO)? [5 Marks]
8. Conflict at the work-place is a major contributor to the deterioration of health services in the public health sector. Outline and describe 5 conflict resolution strategies that you can use to minimize conflict resolution in the work-place [5 marks]

SECTION C. LONG ANSWER QUESTIONS – LAQS [30 MARKS]

9. Describe the four management functions and explain how they interact with each other. [15 marks]
10. What is the Behavioural theory of management (Elton Mayo 1932)? Discuss its application to the recent contexts of go slows and demonstrations in the health sector both at the national and county government levels in Kenya. Can the behavioural theory of management be applied to resolve the impasse and return the workforce to high quality performance? [15 marks]

*****END*****

Planning
↓
Controlling
↓
Acting
↓
Organizing
↓
Directing

Total 90 marks
70 marks sh.