



“Investing in Africa’s future”

COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES

NHSA 200 HEALTH SERVICES ORGANIZATIONS

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL/MAY 2022

LECTURER: MR T.T.DZVAIRO

DURATION: 3 HRS

INSTRUCTIONS

You are required to answer questions as instructed below

Answer **ANY FOUR (4)** questions in this paper

Credit will be awarded for logical, systematic and neat presentations

Start **each** question on a new page in your answer booklet

Question 1

Delegation motivates staff. Citing examples, discuss any five (5) principles that managers apply when delegating work to subordinates (25 marks)

Question 2

- a.) Organizational structure provides a framework for allocating responsibility, authority and accountability to various posts. Discuss the 5 types of organizational structures (25 Marks)

Question 3

- b.) In most countries health care delivery is provided through the Public sector. However where there are gaps in service delivery, the private sector comes into play. Giving examples, discuss advantages and disadvantages of privatizing health care service delivery in a country (25 marks).

Question 4

- a. List the four levels of Health care service delivery and highlight their interrelationships (10Marks)
- b. Since its recommendation by WHO member countries in 1978, Primary Health Care has remained the most practical and effective approach to health care provision; explain the three main aims of Primary Health Care (PHC) (15 marks)

Question 5

- a.) List the types of authority (5 marks)
- b.) For any health care entity to function at a higher level it should be organized. Citing examples discuss the principles that are key in organization (20 marks)

Question 6

Primary Health Care approach guides Health care practitioners in organizing health services. Citing examples, discuss how you as a Health Services Manager would apply any 5 principles/pillars of Primary Health Care as you perform your duties? (25 marks)

End Of Exam

