



"Investing in Africa's future"

COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING

NSHA 200 HEALTH SERVICES ORGANIZATIONS (BHSM)

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL/MAY 2023

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

- a. . Discuss the factors that influence the internal and external environment of organizations (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

