



***"Investing in Africa's future"***

**COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES**

**NSHA 401: HEALTH SERVICES ADMINISTRATION AND  
MANAGEMENT**

**END OF SECOND SEMESTER FINAL EXAMINATIONS**

**NOVEMBER 2022**

**LECTURER: MR T.T. DZVAIRO**

**DURATION: 3 HRS**

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**INSTRUCTIONS**

You are required to answer questions as instructed below

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

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Credit will be awarded for logical, systematic and neat presentations

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

### **Question 1**

- a.) Teams are essential in organizational functions. Discuss the advantages and disadvantages of teams (10 marks).
- b.) Citing examples, discuss barriers that may influence a manager not to delegate work to his/her subordinates and how to overcome them (15 marks).

### **Question 2**

- a.) Human resource leaders should always adopt a strategic business focus. As a people-centered function, Human Resources touches every part of the employee lifecycle. Please describe the steps that HR leaders can take to ensure that they are being strategic in recruitment, selection, and retention of employees. How would you know that you have been successful in each of these areas? (15 Marks)
- b.) Planning is essential in the Health Care Delivery System. Discuss strategic and operational planning and outline the relationship between the two (10 Marks).

### **Question 3**

- a. 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 (10 marks).
- b. Controlling is a key management function in any organization. Giving examples discuss the Controlling process (15 Marks).

### **Question 4**

- a.) Discuss any four styles of leadership highlighting advantages and disadvantages (10 marks).
- b.) 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? (15 marks)

### **Question 5**

- a.) Discuss the concept of Management by Objectives, highlighting its advantages and disadvantages (10 marks).
- b.) “Teamwork is key in the success of any organization”. Discuss the stages involved in the team building process (15 marks).

### **Question 6**

- a.) Organizational structure provides a framework for allocating responsibility, authority and accountability to various posts. Discuss the 5 types of organizational structure (15 Marks)
- b.) Discuss the steps involved in the decision-making process (10 marks).

**End Of Exam**