



2015/2016 END OF SEMESTER EXAMINATIONS

COURSE CODE: SHI 300

COURSE TITLE: HEALTH SERVICES ORGANIZATION

DATE: NOVEMBER 2015

TIME: 3 hours

INSTRUCTIONS

Answer **ANY THREE** questions

The mark allocation for each question is indicated at the end of the question

Credit will be given for logical, systematic and neat presentations.

Total marks: 60

1. Discuss Max Weber's bureaucratic approach to organization clearly outlining the advantages and disadvantages of using the approach in the health sector
(20 marks)
2. Discuss any 5 of Henri Fayol's principles of management giving examples of the benefits of applying each principle in your area of work
(20 marks)
3. Write on:
 - a. Team building (5 marks)
 - b. Delegation (5 marks)
 - c. Decentralization (5 marks)
 - d. Decision Making Process (5 marks)
4. a) Describe the structure of Ministry of Health and Child Care in Zimbabwe
(10 marks)

b) Discuss the advantages and disadvantages of the current referral system
(10 marks)
5. The Ministry of Health and Child Care's vision is to 'have the highest possible level of health and quality of life for all citizens of Zimbabwe.' Discuss the Ministry's current approach to provision of care
(20 marks)

END OF EXAMINATION