



"Investing in Africa's Future"

COLLEGE OF HEALTH AGRICULTURE AND NATURAL SCIENCES

DEPARTMENT OF HEALTH SCIENCES

SHA 401: HEALTH SERVICES ADMINISTRATION AND MANAGEMENT

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2017

LECTURER: MRS V. K. CHIKANYA

DURATION: THREE (3) HOURS

INSTRUCTIONS

Answer **any three (3)** 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.

Question 1

Citing examples, discuss any five (5) methods that a health services manager applies when evaluating Health services in an organisation that he/she works for. 20 Marks

Question 2

Citing examples, discuss four (4) barriers to delegation and how to overcome them. 20 Marks

Question 3

Explain any four (4) advantages of financing health services using User fees 20 Marks

Question 4

Citing examples, describe the 4 principles of organizing 20 Marks

END OF PAPER