



CHANS

SPH 523: HEALTH SYSTEMS MANAGEMENT

END OF BLOCK EXAMINATIONS

APRIL/MAY 2018

LECTURER: MRS V. K. CHIKANYA

DURATION: THREE (3) HOURS

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**INSTRUCTIONS**

Answer **any three (3)** questions

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

**Question 1**

McGregor theory X and Y is one of the theories on motivation of health care workers. Citing examples, discuss how you would motivate your subordinates using Theory X and Y

**20 Marks**

**Question 2**

Change promotes growth in an organization, as a Health Service Manager discuss how you would overcome resistance to change among employees in your organization

**20 Marks**

**Question 3**

The Health Systems are guided by the Primary Health Care Approach. Citing examples, discuss how you would meet the health needs of the population you serve applying the 7 Pillars/Principles of Primary Health Care

**20 Marks**

**Question 4**

Organisational arrangements of the Health Systems include Centralized and decentralized systems. Compare and contrast Centralized and Decentralized Health Systems

**20 Marks**

**END OF PAPER**