



"Investing in Africa's future"

COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING (DPHN)

NHSA 200 HEALTH SERVICES ORGANIZATIONS (BHSM)

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL/MAY 2025

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

- a. Citing examples discuss the models of Shared Governance, outlining advantages, disadvantages and barriers to implementation (15 marks)
- b. Discuss the strengths and weakness of the bureaucracy organizational structure(10 Marks)

Question 2

- a. Discuss the factors that influence the internal and external environment of organizations (25 Marks)

Question 3

- a.) Compare and contrast Douglas McGregor's Theory X and Theory Y in the context of humanistic management (10 marks).
- b.) Evaluate the impact of the Hawthorne Studies on modern management practices (15 Marks)

Question 4

- a. List the four levels of Health care service delivery and highlight their interrelationships (10 Marks)
- b. Discuss the importance of transparency and accountability in the governance of health services organizations. (15 marks)

Question 5

- a. Discuss the impact of effective Human Resource Management on healthcare service delivery. (10 marks)
- b. Citing examples, discuss barriers that may influence a manager not to delegate work to subordinates and how to overcome them (15 marks)

Question 6

Primary Health Care approach guides Health care practitioners in organizing health services. Citing examples, discuss how you as a Health Care Manager would apply any 5 pillars of Primary Health Care as you perform your duties? (25 marks)

End of Exam