



"Investing in Africa's future"

COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING

**NHSA 200 HEALTH SERVICES ORGANIZATIONS AND
ORGANIZATIONAL BEHAVIOUR (BHSM)**

END OF FIRST SEMESTER FINAL EXAMINATIONS

NOVEMBER/DECEMBER 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. Compare and contrast public, private, NGO, and faith-based health service organizations, highlighting their strengths and weaknesses. (15 marks)
- b. Assess the contribution of human relations and behavioral theories to the management of healthcare workers. (10 Marks)

Question 2

- a. Discuss the main types of organizational structures (functional, divisional, matrix, hybrid) and their advantages and disadvantages. (25 Marks)

Question 3

- a.) Define organizational culture and explain its key elements in the healthcare context. (10 marks).
- b.) Discuss how perception, personality, and attitudes influence individual behaviour in healthcare organizations. (15 Marks)

Question 4

- a. Explain Maslow's hierarchy of needs and its application to motivating healthcare workers. (10 Marks)
- b. Critically assess the barriers to effective leadership in healthcare organizations. (15 marks)

Question 5

- a. Critically examine communication challenges in multidisciplinary healthcare teams. (15 marks)
- b. Analyze the role of organizational politics in healthcare decision-making. (15 marks)

Question 6

Critically analyze Kotter's 8-Step Model for managing organizational change in healthcare. (25 marks)

End Of Exam