



"Investing in Africa's future"

COLLEGE OF HEALTH, AGRICULTURE & NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING (DPHN)

NMMS 306 MANAGEMENT THEORY AND PRACTICE 2 (BHSM)

END OF SEMESTER FINAL EXAMINATIONS

APRIL/MAY 2026

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. Define organizational behavior and explain its importance to managers (10 marks)
- b. Explain the five core management functions and illustrate their interrelationship.(15 Marks)

Question 2

- a. Analyze leadership challenges in resource-constrained health systems. (10 Marks)
- b. Explain the recruitment process and its challenges in public health service institutions.(15 Marks)

Question 3

- a. Giving examples, compare and contrast rational and bounded rationality decision-making models.(10 marks).
- b. Explain PESTLE analysis and its relevance in healthcare. (15 Marks)

Question 4

- a. Citing examples, discuss Lewin's Three-Step Change Model. (15 Marks)
- b. Discuss the relationship between productivity, efficiency, and effectiveness.(10 marks)

Question 5

- a. Giving examples, define ethical decision-making and explain its importance in management. (10 marks)
- b. Discuss the use of performance indicators in health services. (15 marks)

Question 6

- a. Analyze the role of social responsibility in public sector organizations. (10 Marks)
- b. Evaluate the Thomas–Kilmann conflict management styles and their effectiveness.15 Marks)

End Of Exam