

CHUKA

UNIVERSITY



UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF PUBLIC HEALTH

PUHE 821: HEALTH ORGANIZATIONS

STREAMS: PUHE

TIME: 3 HOURS

DAY/DATE: MONDAY 14/04/2025

2.30 P.M. – 5.30 P.M.

INSTRUCTIONS

1. Do not write anything on the question paper.
2. Mobile phones and any other reference materials are NOT allowed in the examination room.
3. The paper has two sections. Answer ALL questions in Sections I and THREE questions in Section II
4. Number ALL your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet.
5. Write your answers legibly and use your time wisely

SECTION 1: SHORT ANSWER QUESTIONS [40 MARKS]

1. Explain five (5) social processes used in management [10 marks]
2. Explain five (5) theories of organizational behaviour that can help improve relationship between workers and the working environment [10 marks]
3. Explain five (5) factors that aid better management of health care in Kenya. [10 marks]
4. Describe the importance of organizational governance in health [10 marks]

SECTION III: LONG ANSWER QUESTIONS (Choose any THREE) [60 MARKS]

1. Human resource for health has been a persistent crisis in healthcare delivery. Discuss the challenges involved in staffing healthcare workers in Kenya and how they can be resolved.
[20 marks]
 2. Health financing focuses on matters for raising money for health. Using the Kenyan context, discuss various mechanisms for financing the health sector and the problems associated with health financing.
[20 marks]
 3. Total Quality Management is a management philosophy which seeks to integrate all organizational functions to focus on meeting customer needs and organizational objectives. Discuss the basic elements of Total Quality Management.
[20 marks]
 4. A health system consists of all organizations, institutions, people and actions whose primary intent is to promote, restore or maintain health. Discuss how you would apply the principles of a health system to help improve management of healthcare in Kenya.
[20 marks]
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