



# MERU UNIVERSITY OF SCIENCE AND TECHNOLOGY

P.O. Box 972-60200 – Meru-Kenya

Tel: +254(0) 799 529 958, +254(0) 799 529 959, + 254 (0) 712 524 293,

Website: [info@must.ac.ke](mailto:info@must.ac.ke) Email: [info@must.ac.ke](mailto:info@must.ac.ke)

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## University Examinations 2023/2024

FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR  
OF HEALTH RECORDS AND INFORMATION MANAGEMENT

### HPR 3121: HEALTH SERVICE MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

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#### INSTRUCTIONS:

*Answer question one and any other two questions*

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#### QUESTION ONE (30 MARKS)

1. Describe the main functions of management (5 marks)
2. Distinguish between manager and a leader (5 marks)
3. Explain the main advantages of management by objective (5 marks)
4. Describe the main objectives of organizing (5 marks)
5. Explain challenges associated with delegation of activities (5 marks)
6. Explain why planning should be a consultative process (5 marks)

#### QUESTION TWO (20 MARKS)

1. Distinguish between monitoring and evaluation (10 marks)
2. Identify the principles of management (10 marks).

**QUESTION THREE (20 MARKS)**

- a) Describe the process followed in management control (10 marks)
- b) Describe the main external factors that influence a success of a healthcare organization (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Describe main conditions that are necessary for effective coordination (10 marks).
- b) Explain reasons as to why subordinate may be reluctant to take up delegated roles (10 Marks).

**QUESTION FIVE (20 MARKS)**

- a) Describe the advantages of management by objectives over other types of management (10 marks)
- b) Describe the main challenges associated with healthcare services management (10 marks)