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UNIVERSITY EXAMINATIONS 2024/2025

FOURTH YEAR FIRST SEMESTER EXAMINATION FOR THE DEGREE OF BACHELOR
OF SCIENCE IN HEALTH SYSTEM MANAGEMENT

NNH 3402 – MANAGEMENT OF HUMAN RESOURCE FOR HEALTH

DATE: JANUARY 2025

TIME: 2 HOURS

INSTRUCTIONS: Answer Question **ONE** and any other **TWO** questions

QUESTION ONE

- a) Explain human resource management(HRM) in the context of healthcare (2marks)
- b) State five roles of the human resource manager (5marks)
- c) Explain five significance of human resource planning in healthcare organization (5marks)
- d) Distinguish between job analysis and job description (4marks)
- e) Explain the application of Maslow theory and Herzberg's two factor theory in motivating employees (6marks)
- f) Explain four key components of an effective employee training and development program in healthcare (8marks)

QUESTION TWO (20MARKS)

- a) Describe six strategies for improving employee retention in healthcare organization (10marks)
- b) For an organization or a healthcare facility to maintain success, it must employ a systematic approach to training and developing employees. Explain five purpose for training of employees (10marks)



QUESTION THREE (20MARKS)

- a) Explain five general purpose of performance management (10marks)
- b) Discuss five challenges facing managers in developing and managing the health workforce (10marks)

QUESTION FOUR (20MARKS)

- a) Explain four types of interview used in selection process (8marks)
- b) Explain the stages in the recruitment process (12marks)

QUESTION FIVE (20MARKS)

- a) Progressive discipline refers to series of steps of taking corrective action on non performance issues. Explain five steps involved (10marks)
- b) Explain five-ways in which employee separation may occur (10marks)

