



THE CATHOLIC UNIVERSITY OF EASTERN AFRICA

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MAIN EXAMINATION

JANUARY – APRIL 2020 TRIMESTER

FACULTY OF SCIENCE

DEPARTMENT OF COMMUNITY HEALTH AND DEVELOPMENT

REGULAR PROGRAMME

CHD 412: HEALTH MANAGEMENT AND EVALUATION

Date: APRIL 2020

Duration: 2 Hours

INSTRUCTIONS: Answer Question ONE and any other TWO Questions

- Q1. a) Define the following terms; **(2 Marks)**
- i. Effectiveness
 - ii. Evaluation
- b) Distinguish between leadership and management **(4 marks)**
- c) List three (3) aspects of quality. **(3 marks)**
- d) Describe the three levels of Management in a health care organization. **(6 marks)**
- e) Highlight the steps used in health organization planning **(6 marks)**
- f) Differentiate between Transformative Leadership style and Charismatic Leadership style **(5 marks)**
- g) Describe the various human needs according to Marlow's Hierarchy of needs **(5 marks)**

Q2. a) Describe the Health Management System of the Kenya Public System
(10 Marks)

b) Discuss five (5) challenges facing health care management system in Kenya
(10 Marks)

Q3. a) Define the term Quality (2 marks)

b) State TWO quality dimensions that make it RIGHT in health Care.
(4 marks)

c) Discuss the elements of quality (14 marks)

Q4. a) Describe five (5) functions of Management (10 Marks)

b) Discuss the Principles of Management according to Henry Fayol
(10 Marks)

END