



NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF HEALTH, APPLIED SCIENCES and NATURAL RESOURCES

DEPARTMENT OF HEALTH SCIENCES

<b>QUALIFICATION :</b> BACHELOR OF ENVIRONMENTAL HEALTH SCIENCES	
<b>QUALIFICATION CODE:</b> 08 BOHS	<b>LEVEL:</b> 7
<b>COURSE NAME:</b> HEALTH MANAGEMENT PRACTICE 3	<b>COURSE CODE:</b> HMP 711S
<b>DATE:</b> June 2022	<b>PAPER:</b> 1 <sup>st</sup> Opportunity
<b>DURATION:</b> 3 HOURS	<b>MARKS:</b> 100

<b>FIRST OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER</b>	<b>MRS MOUYELELE HAUFIKU</b>
<b>MODERATOR:</b>	<b>MR JOMIN GEORGE</b>

<b>INSTRUCTIONS</b>	
<ol style="list-style-type: none"><li>1. Read all the questions carefully before answering</li><li>2. Marks for each question are indicated at the end of each question</li><li>3. Number the answers clearly.</li><li>4. Please ensure that your writing is legible, neat and presentable</li></ol>	

PERMISSIBLE MATERIAL: NONE

**THIS QUESTION PAPER CONSISTS OF 4 PAGES**  
(Including this front page)

## SECTION A [20 marks]

### QUESTION 1

[10]

1.0 Match a concept in Column B to their most correct definition or description in Column A.

Write on your answer sheet the correct column A number with a correct column B letter

1 mark each

No	COLUMN A	COLUMN B
1.1	Skills that involve the ability to critically analyze and solve complex problems.	A. Inputs
1.2	Also known as delegative leadership.	B. Coercive
1.3	It consists of heads of all departments.	C. Laissez-Faire
1.4	A variable that is normally used as a benchmark for measuring program outputs.	D. Vertical communication
1.5	An individual who is able to exert influence over other people to help achieve group or organizational goals.	E. Supervisors
1.6	The power in which the manager has ability to punish others.	F. Middle management
1.7	The human, financial and other resources expended in undertaking the activities.	G. Leader
1.8	Manager leads subordinates to view problems as challenges that they can and will meet and conquer.	H. Conceptual
1.9	Ensure that planned activities are being carried out as per schedule.	I. Indicators
1.10	Involves communication from the person in authority to his/her subordinates or vice versa.	J. Intellectual Stimulation

### QUESTION 2

[10]

2.0 Define the following terms/concepts in the context of Health Management Practice:

- 2.1 Outcomes. [2]
- 2.2 Environmental health. [2]
- 2.3 Monitoring. [2]
- 2.4 Charismatic Leader. [2]
- 2.5 Process indicators. [2]

## SECTION B [20 marks]

### QUESTION 3

[10]

3.0 Differentiate between the following terms:

3.1 Verbal and non- verbal communication.

[2]

3.2 Administration and management.

[6]

3.3 Effectiveness and Efficiency.

[2]

### QUESTION 4

[10]

4.1 A national health policy is one crucial method of planning. State any **five (5)** essentials of a good policy.

[5]

4.2 Interpret the following abbreviations of health programmes. **1 mark each**

[5]

4.2.1 EPI

4.2.2 FP

4.2.3 WASH

4.2.4 NVDCP

4.2.5 CLTS

## SECTION C [60 marks]

This section consists of FOUR questions. Answer **any THREE** questions in your answer book.

### QUESTION 5

[20]

5.0 Leadership qualities are demonstrated in a leader's behaviour, not their position. These qualities can be developed, but they can also be naturally part of their personality. Describe leadership under the following guiding:

5.1 Types of power.

[10]

5.2 Benefits of democratic leadership style.

[4]

5.3 Leadership Theories.

[6]

**QUESTION 6** [20]

6.0 Decision making is the process of selecting one alternative from among a number of alternatives. Use the following headings to explain decision making.

6.1 Characteristics of Decision making. [8]

6.2 Problems in Decision making. [7]

6.3 Guidelines they may follow for making effective decisions. [5]

**QUESTION 7** [20]

7.0 The first year students never did communication skills before. Their Lecturer asks that you help give them a lesson on communication. Describe communication, under the following guides:

7.1 Advantages of two way communication (Socratic Method). [3]

7.2 Disadvantages/ drawbacks of one way communication (Didactic Method). [5]

7.3 Linguistic factors as obstacles to effective communication. [6]

7.4 Important measures to overcome the barriers of communication. [6]

**QUESTION 8** [20]

8.1 Briefly explains the Importance of a Health Information System. [10]

8.2 State the importance of Health impact assessment. [6]

8.3 Describe comprehensive Health Impact Assessment. [4]

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**TOTAL MARKS = 100**