

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE AWARD OF DEGREE
OF BACHELOR OF SCIENCE IN HEALTH RECORDS AND INFORMATION
MANAGEMENT**

HRIM 142: FOUNDATIONS OF HEALTH SERVICES MANAGEMENT

STREAMS: HRIM

TIME: 2 HOURS

DAY/DATE: THURSDAY 25/03/2021

8.30 A.M. – 10.30 A.M.

INSTRUCTIONS:

1. Write all your answers in the booklet provided
2. Time allowed: two hours

SECTION A: answer all questions (40 marks)

Question one

- i. Define the following terms
 - (a) Job specification (2 marks)
 - (b) Job descriptions (2 marks)
 - (c) Recruitment (2 marks)
- ii. Identify three limitations of job descriptions (3 marks)
- iii. List three methods you would use for job analysis review (3 marks)
- iv. Distinguish internal and external selection giving one advantage for each (4 marks)
- v. Describe any four elements of career planning (4 marks)
- vi. Explain any four goals of Goals of Performance Appraisals (4 marks)
- vii. Discuss any four factors that you will consider when undertaking promotions (4 marks)
- viii. Describe management by objectives (MBO) as appraisal method that you would use to appraise staff in health records department (6 marks)

- ix. Mr. Juma has been appointed as the Kiambu county executive for health. Records indicate a high staff turnover rate and an average of three strikes by health workers every year. Discuss any three remedies that Mr. Juma can employ for conflict resolution

(6

marks)

SECTION B: attempt question two, and any other one,

Question two

Jipende family clinic is suggesting some changes from unit to serial numbering of their patient records. They have also introduced a file retrieval fee of five hundred (500) shillings. These changes are likely to affect all hospital state holders. Discuss three methods that Jipende family clinic can use to introduce these changes with minimal resistance. (15 marks)

Question three

- (a) Discuss any five potential problems experienced by health records information managers when conduction performance evaluations (10 marks)

- (b) Discuss any five approaches you would use to facilitate employee career development

(5

marks)

Question four

Describe five core competences that you may need as a manager for effective implementation of computerized record keeping in your hospital (15 marks)

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