

UGANDA MARTYRS UNIVERSITY

FACULTY OF HEALTH SCIENCES

BACHELOR OF SCIENCE IN PUBLIC HEALTH & HEALTH PROMOTION 2018/2019

MANAGEMENT OF HUMAN RESOURCES FOR HEALTH- EXAM

DATE: 4TH AUGUST, 2019 TIME: 3HRS COURSE CODE: MHRH 3206

TIME: 9:00AM-12:00PM

Instructions:

This paper consists of three sections. You are required to follow instructions per each section.

SECTION A: Compulsory [40 Marks]

Please tick the most correct answer. Each question carries 2 marks.

1. The following are some of the main concerns of Management of Human Resource for Health, except?
 - a. Managing exit of employees
 - b. Managing stay of Employees
 - c. Managing entry of employees
 - d. Managing internal and external politics of the organization
2. Job analysis involves three key areas, except
 - a. Person specification
 - b. Job Evaluation
 - c. Job security
 - d. Job description
3. Which of the following is not a key factor for Job Evaluation.
 - a. Education and Training
 - b. Responsibilities
 - c. International market
 - d. Physical Characteristics of the employee
4. Which of the following is an advantage of internal recruitment
 - a. Better knowledge of the job candidate
 - b. Cultural diversity
 - c. Neutral Officers
 - d. Time management at work
5. Which of the following is not part of the recruitment process of employees in an organization
 - a. Decide where to look for suitable candidates
 - b. Implement the recruitment strategy

- c. Determining the employee retirement benefits
 - d. Deciding whom to recruit
6. Staffing has three major steps. They include:
- a. Selection, Recruitment and Awarding contract
 - b. Recruitment, Selection and Contract signing
 - c. Recruitment, Selection and Orientation
 - d. Determining contract, selection and Orientation
7. Orientation of staff has three phases. They include:
- a. In-Entry phase, Post-entry phase and Entry phase
 - b. Entry phase, Pre-entry phase and In-entry phase
 - c. Pre-entry phase, Entry phase and Post-entry phase.
 - d. Pre-entry phase, Entry phase and In-entry phase
8. A team is defined as:
- a. A collection of individuals with a unified, but usually an emotional purpose.
 - b. A collection of individuals with a unified, usually positive purpose.
 - c. A group of people with specific tasks who work intensively with each other to achieve a common goal.
 - d. A process of people working together in teams to achieve common goals.
9. The stages of group development include:
- a. Norming, Forming, Performing, Storming and Adjourning
 - b. Storming, Norming, Forming, performing and Adjourning
 - c. Forming, Storming, Norming, Performing and Adjourning
 - d. Forming, Norming, Performing, Storming and Adjourning
10. The following are theories connected to motivation except
- a. Hertzberg's theory
 - b. Theory of Reasoned Action
 - c. Douglas McGregor's theories X and Y
 - d. Abraham Maslows's pyramid of needs
11. Effective communication in any organization include some of the following elements except

- a. Channel b. Feed-back c. Noise d. Planning

12. Which of the following is not an example of downward communication in organizations

- a. Official memos b. Company publications c. Job instructions d. Suggestion boxes

13. which of the following does not define delegation

- a. The assignment of authority to another person to carry out the specific job-related activities
b. Assigning work to an individual within the duties and responsibility of the person's position
c. Entrusting someone to do parts of your job
d. Division of authority and powers downwards to the subordinate

14. The competency framework of emotional intelligence in an organization involves:

- a. Self skill, self management, social awareness and social management
b. Self management, self skills, social awareness and social management
c. Social skills, self management, social awareness and self awareness
d. Self control, social skills, self management and social awareness

15. Which of the following is not a type of an organization structure

- a. Simple structure b. Functional structure c. Matrix structure d. Administrative structure

16. Delegation has three critical concepts and practices. They include:

- a. Teamwork, Authority and Accountability b. Teamwork, Accountability and Responsibility
c. Responsibility, Authority and Teamwork d. Accountability, Responsibility and Authority

17. Human Resource Management is based on the following philosophical convictions, except

- a. Employees are not recurrent costs, they are valuable assets to any organization.
b. Human beings are the most important resource in an organization, and organization success depends on people's ideas and innovative capabilities.
c. People are not actually managed because they are not property, and they can only be led and developed.

d. Managing entry, stay and exit of employees is a major philosophy in Human Resource Management

18. The process where internal employees indicate the job they want in an organization and management evaluates their skill and competences and those suitable are considered is known as..

- a. Succession plan b. Job posting c. Job bidding d. Job hunting

19. The philosophy and practice of managing employees while trusting, valuing and developing them to increase their work performance and ensure their good quality of work life is known as..

- a. Delegation b. Mentorship
c. Human Resource Development d. Human Resource Management

20. The process of matching the job requirements with human qualities-skills, qualifications, training and personal x-tics required to do the job is known as..

- a. Job summary b. Job evaluation c. Job specification d. Job description

SECTION B: 20 Marks. Compulsory [Please answer all questions in this section].

1. Briefly explain the different stages of group development [12 marks]

2. By giving examples, state what you understand by: [8 marks]

- a). Intrinsic Motivation b). Extrinsic Motivation

SECTION C: 40 Marks. Chose only two questions. Each question carries 20 marks.

1. Briefly explain the different elements of communication in there chronological order.

2. Explain in details what you understand by 'Job Analysis'.

3. Resistance to change is common in many organizations, and in order to avoid resistance, managers need to plan for it. Briefly Explain the process of introducing change in an organization.

4. Discuss the challenges associated with Human Resources for Health in Uganda today. For each challenge you give, propose a possible solution that can address it.