



UNIVERSITY OF SWAZILAND  
Faculty of Health Sciences  
Department of Environmental Health Science

BACHELOR OF SCIENCE IN ENVIRONMENTAL  
MANAGEMENT AND OCCUPATIONAL HEALTH

MAY 2018 FINAL EXAMINATION PAPER

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TITLE OF PAPER : OCCUPATIONAL HEALTH SERVICE MANAGEMENT II  
COURSE CODE : EHS 354  
DURATION : 2 HOURS  
MARKS : 100

**INSTRUCTIONS**

1. Read the questions & instructions carefully
2. Question 1 is compulsory
3. Then answer ANY OTHER THREE (3) questions
4. Each question is weighted 25 marks
5. Write neatly and clearly
6. Numbering within a chosen question should be in a sequential order
7. BEGIN EACH QUESTION ON A SEPARATE SHEET OF PAPER.

**DO NOT OPEN THIS QUESTION PAPER UNTIL PERMISSION IS GRANTED BY  
THE INVIGILATOR.**

**QUESTION 1**

- a) The following are a mixture of true and false and one word answers (20).
- i. Celebration of the safety culture of a company should be focused on the company's safety record.
  - ii. Culture celebration should be based on what the company does every day to achieve a good record.
  - iii. Safety should be treated and discussed during safety meetings only.
  - iv. \_\_\_\_\_ should be part of every conversation and considered in every decision.
  - v. \_\_\_\_\_ trust is an essential component for an effective safety culture.
  - vi. \_\_\_\_\_ and \_\_\_\_\_ while unfortunate, provide invaluable learning.
  - vii. Employees who have good working relations amongst themselves are more likely to speak openly about hazards.
  - viii. In a workplace with a workforce with built trust and relationship is characterized by \_\_\_\_\_ at all levels.
  - ix. Most safety issues may be dealt with without discipline.
  - x. Disciplining workers for non-compliance promotes workers' good performance.
- b) List the five possible consequences of disproportional discipline (5).

**TOTAL MARKS 25**

**QUESTION 2**

- a) What should one consider if carrying out customer satisfaction in the workplace? (5)
- b) Outline the aim of the multi-disciplinary team working in occupational health service? (6).
- c) Discuss the strength that the multi-disciplinary occupational health team is dependent on (6).
- d) With examples, describe any four issues that should be observed under occupational health ethical considerations (8).

**TOTAL MARKS 25**

**QUESTION 3**

- a) If an enterprise is to be evaluated, there are in-put indicators that have to be observed. Briefly outline these indicators (12).
- b) How can the effectiveness of an evaluation be measured? (5).
- c) According to ISO published guidelines on how to manage the quality of products and the environment. What are the basic features of the Deming quality circle and its implication? (8).

**TOTAL MARKS 25**

**QUESTION 4**

- a) Differentiate between these three parameters as they relate to Occupational Health Services.
  - i. Quality assurance (4).
  - ii. Audit (3).
  - iii. Quality and its 3 dimensions (4).
- b) Name the features of an organization that values its human capital and state how it promotes a balance of life to the workers (14).

**TOTAL MARKS 25**

**QUESTION 5**

- a) According to the Tayler Pelmer Classification System, what do the following indicate and their description (Use a table to answer this question? (16).
  - i. OO,
  - ii. OT,
  - iii. ON,
  - iv. OTN,
  - v. 1, 2, 3, 4
- b) Outline the parameters that one should consider when carrying out vibration exposure risk assessment (8)
- c) Which group of workers is covered by the Control of Vibrations Regulations of 2005? (1).

**TOTAL MARKS 25**