



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

DEGREE IN ENVIRONMENTAL HEALTH SCIENCE
MAIN EXAMINATION PAPER 2018

TITLE OF PAPER : PUBLIC HEALTH ADMINISTRATION
AND MANAGEMENT

COURSE CODE : EHS303

DURATION : 2 HOURS

MARKS : 100

INSTRUCTIONS :

- : READ THE QUESTIONS & INSTRUCTIONS CAREFULLY
- : **QUESTION ONE IS COMPULSORY THEN ANSWER ANY OTHER THREE QUESTIONS**
- : EACH QUESTION **CARRIES 25** MARKS.
- : WRITE NEATLY & CLEARLY
- : NO PAPER SHOULD BE BROUGHT INTO THE EXAMINATION ROOM.
- : BEGIN EACH QUESTION ON A SEPARATE SHEET OF PAPER.

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

QUESTION 1

In Country X, it has been reported that there has been an increase in the incidence and prevalence of Measles among the under 5 year olds. The Ministry of Health in the country has therefore asked you to establish an information system in a form of an electronic health registry and also come up with possible solutions to the claims.

- a) Discuss five functions of the public health informatics system. [15]
- b) What are the factors that you need to consider in the design of this systems? Explain 5 factors. [10]

Total=25 marks

QUESTION 2

In the morning news, it has been revealed that there has been an outcry among community members of Primeland that some children from one homestead did not show up during the mass immunizations against Whooping Cough in the country. Investigations revealed that the family is a religious family and believes in their god to protect their children as they were given by the gods. They also cited that immunizing your child is a personal choice and they have rights as humans to decide on what works for them as a family. Furthermore, they quoted the constitution of the country which state that no person shall be coerced into a health service. The family further stated that, as a family, their religion does not allow them to middle with the ungodly therefore their children will be protected when health personnel mention to them that such a disease is communicable. This led the health personnel into declaring this event as a public health dilemma.

- a) Using the guidelines for analysing ethical dilemma in public health, analyse this scenario and come up with a decision on what should be done in this community. [15]
- b) Explain 5 public health ethical principles. [10]

Total=25 marks

QUESTION 3

You have recently been hired as the Public Health Administrator at the Raleigh Fitkin Memorial Hospital. This position requires you to be a great listener and communicator. Remember 80% of your time you will be communicating and make decisions for the welfare of the clients and employees of the hospital.

- a) Discuss the 4 basic things that you need to consider for an effective communication i.e. the climate for communication. [12]
- b) On your first day at the office, you are told that there is a rooming strike among workers in the hospital. Briefly explain the process you will follow in making a conclusive decision in the interest of both employees and the institution. [10]
- c) Name the managerial skills you will need for this job you. [3]

Total=25 marks

QUESTION 4

Managers are expected as part of their function to plan, organize, lead and control using 4 key tools. Amongst these tools are leadership and delegation.

- a) Discuss leadership using the behavioural approach. [10]
- b) What is meant by delegation? [2]
- c) What are the objectives for delegation? Discuss 4. [8]
- d) What are the five guidelines for effective delegation? [5]

Total=25 marks

QUESTION 5

The university has elected you to be part of the student committee to work with students in solving students' issues before they lead to class boycotts.

- a) It was suggested that you use the group decision making style. Students revolved that for some issues, the committees will have to use the brainstorming and in some issues use the nominal style (this involves the institution management too).
 - i) Discuss both styles in depth. [6]

- ii) Discuss the 2 sources of managerial decision that could have led to the institution deciding on such an initiative. [4]
- b) Students voiced out that they would love to have a decentralised management structure for them to be able to work around their differences with the institution as compared to the current centralised structure.
- i) What is meant by a decentralised management concept? [3]
- ii) How is it different from the centralised management concept? [8]
- iii) The institution however preferred the participative management concept. Discuss this concept stating how it can be incorporated in the decentralised structure. [4]

Total=25 marks