



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

HEALTH SERVICES MANAGEMENT

MODULE: Health Sector Stakeholder Relations PAPER NO: 507/23/M06

DURATION: 3 hours

JUNE 2026 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Each question carries 20 marks.

This paper consists of 2 printed pages.

QUESTION 1

Discuss any five (5) ways of maintaining good relations with stakeholders. (20 marks)

QUESTION 2

Examine any five (5) reasons why stakeholders matrix grid is important. (20 marks)

QUESTION 3

Discuss any five (5) considerations when evaluating a potential partner of a healthcare organisation. (20 marks)

QUESTION 4

Examine any six (6) measures of ensuring health services are patient centred. (20 marks)

QUESTION 5

Elaborate any six (6) reasons why communication with stakeholders is important. (20 marks)

QUESTION 6

Describe any five (5) sources of conflicts with stakeholders. (20 marks)

QUESTION 7

Describe any five (5) types of information to be exchanged between a healthcare organisation and stakeholders. (20 marks)

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