



UNIVERSITI KUALA LUMPUR
ROYAL COLLEGE OF MEDICINE PERAK

FINAL EXAMINATION
MARCH SEMESTER 2026

COURSE CODE : RXD32502
COURSE NAME : INTRODUCTION TO HEALTHCARE MANAGEMENT
PROGRAMME NAME : DIPLOMA IN MEDICAL IMAGING
DATE : 23 JUNE 2026
TIME : 9.00 AM - 10.30 AM
DURATION : 1 HOUR 30 MINUTES

INSTRUCTIONS TO CANDIDATES

1. Please read CAREFULLY the instructions given in the question paper.
2. This question paper has information printed on both sides of the paper.
3. This question paper consists of TWO (2) section; Section A and Section B.
4. Answer ALL questions in Section A. For Section B, answer THREE (3) questions ONLY.
5. Please mark/write your answers on the OMR answer script or answer booklet provided.
6. Answer ALL questions in English language ONLY.

THERE ARE 5 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A: MULTIPLE OF CHOICE QUESTIONS (Total: 15 marks)**INSTRUCTION: Answer ALL questions.****Please use the objective answer sheet provided.**

1. Identify the meaning of directing in management.
 - A. Budget planning and execution.
 - B. Leading and communicating with staff.
 - C. Monitoring equipment and resources.
 - D. Patient diagnosis and treatment.

2. Identify the classification of monitoring repeat imaging rate.
 - A. Controlling
 - B. Directing
 - C. Planning
 - D. Staffing

3. Recognise the conceptual skill of a manager.
 - A. Communicating with staff in the department.
 - B. Fixing equipment in the department.
 - C. Performing procedures in the department.
 - D. Planning the direction of the department.

4. Select the meaning of leadership in a healthcare setting.
 - A. Influencing others to achieve shared goals
 - B. Managing equipment and resources.
 - C. Monitoring finances and cashflow.
 - D. Performing clinical procedures up to standards.

5. Identify when bureaucratic leadership is most suitable.
 - A. Creative environments.
 - B. Emergency situations.
 - C. Highly control settings.
 - D. Informal teams.

6. Identify the meaning of motivation in a workplace.
- A. A system of rules.
 - B. An inner drive.
 - C. A management function.
 - D. A disciplinary method.
7. Identify the classification of teamwork and communication under the organisational behaviour (OB) levels.
- A. Individual
 - B. Group
 - C. Organization
 - D. External
8. Identify the classification attitude and perception under the OB levels.
- A. Individual
 - B. Group
 - C. Organisation
 - D. External
9. Recognise the comparison between strategic planning and operational planning.
- A. Both are long term.
 - B. Both are short term.
 - C. Strategic is long-term; operational is short-term.
 - D. Strategic is short-term; operational is long-term.
10. Identify the classification of limited computed tomography (CT) machines in SWOT analysis.
- A. Strength
 - B. Weakness
 - C. Opportunity
 - D. Threat
11. Identify the key performance indicator (KPI) that is referring to patient waiting time.
- A. Monitoring
 - B. Strategy
 - C. Resource
 - D. Goal

12. Identify the "process" component in quality improvement.
- A. Staff training only.
 - B. How care is delivered.
 - C. Final patient outcome.
 - D. Equipment cost.
13. Identify the example that best referring to the cost in healthcare organisations.
- A. Expenses incurred in operations.
 - B. Income expenses of a worker.
 - C. Patient satisfaction in healthcare services.
 - D. Staff performance in the department.
14. Recognise the meaning of human resource management (HRM).
- A. Managing hospital equipment in a hospital.
 - B. Managing people in an organization.
 - C. Managing finances in an organization.
 - D. Managing patients in a hospital.
15. Identify the meaning of employee retention in HRM.
- A. Firing staff in an organisation.
 - B. Hiring new staff in an organisation.
 - C. Keeping employees in an organisation.
 - D. Reducing salary of staff in an organisation.

SECTION B: MODIFIED ESSAY QUESTIONS (Total: 60 marks)

INSTRUCTION: This section consists of **FOUR (4)** modified essay questions (MEQ).

You are required to answer **ONLY THREE (3)** questions in the answer booklet provided.

Question 1

- (a) Explain the concept of healthcare management and its importance in a radiology department.
(10 marks)
- (b) Describe **FIVE (5)** characteristics of effective leaders.
(5 marks)
- (c) Identify **FIVE (5)** factors influencing employee motivation.
(5 marks)

Question 2

- (a) Explain the importance of organisational behaviour in radiology practice.
(10 marks)
- (b) Describe the **FIVE (5)** steps of the strategic planning process.
(5 marks)
- (c) Describe the continuous quality improvement (CQI).
(5 marks)

Question 3

- (a) Describe the role of managers in financial management. (5 marks)
- (b) Explain the strategies to improve revenue in healthcare. (10 marks)
- (c) Identify the workforce planning and recruitment process. (5 marks)

Question 4

- (a) Describe the concept of teamwork in healthcare. (5 marks)
- (b) Explain the concept of negligence in healthcare. (10 marks)
- (c) Identify the strategies to prevent fraud and abuse. (5 marks)

END OF EXAMINATION PAPER