

**UNIVERSITY OF SWAZILAND**

**FACULTY OF HEALTH SCIENCES**

**DEPARTMENT OF GENERAL NURSING**

**FINAL EXAMINATION MAY, 2007**

**TITLE OF THE PAPER:** Health Services Management I

**COURSE CODE:** NUR 303

**MARKS ALLOCATED:** 75

**TIME ALLOWED:** Two (2) hours

**INSTRUCTIONS**

- 1 Read questions carefully
- 2 Answer all questions
- 3 Each question carries 25 marks
- 4 Write legibly

202

## QUESTION 1

**For each of the following multiple choice questions select the most appropriate answer. Write the question number and letter representing the answer e.g. 7. A**

- A. The Nursing Care delivery mode that is most suited for the intensive care unit is
  - A. Primary nursing
  - B. Functional nursing
  - C. Case assignment
  - D. Team nursing
  
2. Which of the following care delivery approaches entails an individual nurse taking responsibility for an individual patient throughout a period of treatment or hospital stay?
  - A. Team nursing
  - B. Task allocation
  - C. Primary Nursing
  - D. All the above
  
3. This leadership style cannot be used where quick response is needed.
  - A. Autocratic
  - B. Bureaucratic
  - C. Democratic
  - D. Transformational
  
4. The style of conflict management where both parties are prepared to sacrifice something to meet each other half way is \_\_\_\_\_
  - A. Consolation
  - B. Compromise
  - C. Avoidance
  - D. Confronting
  
5. The following are factors that affect non – verbal communication except
  - A. Culture
  - B. Dress code
  - C. Facial expression
  - D. Emotional problems
  
6. Promotion of a subordinate in the Nursing Unit is fulfilling \_\_\_\_\_ need according to Maslow's Hierarchy of needs.
  - A. Social
  - B. Physiological
  - C. Esteem
  - D. Self – actualization

7. The following are factors which affect scheduling except
- A. The nature and type of nursing which is provided
  - B. The intensity of nursing required
  - C. The extent of nursing a few hours per day or twenty- four (24) basis
  - D. The number of unit managers in the ward
8. The health care delivery system of Swaziland includes all the following except :
- A. Hospitals
  - B. Traditional Healers
  - C. Clinics
  - D. Self-healing
9. Of the four regions of Swaziland which has the most distribution of health facilities?
- A. Lubombo
  - B. Manzini
  - C. Hhohho
  - D. Shiselweni
10. Social Welfare Service delivery in Swaziland is currently hindered **mainly** by:
- A. Lack of funds
  - B. Lack of infrastructure
  - C. Shortage of staff
  - D. Lack of understanding of the importance of social welfare services.

**For the following ten (10) questions state whether the statement is true or false. Write True if the statement is correct and False if the statement is wrong.**

11. Good leaders are developed through a never ending process of self-study, education, training and experience.
12. The quality of leadership influences the quality of healthcare practices delivered
13. The abilities of the available personnel are one of the factors that influence delegation.
14. The health care delivery system of Swaziland considers the western medicine only.

15. Leading the organization means making use of power and influence to motivate employees
16. Personality and motivation are synonymous (can be used interchangeably).
17. Participative management only causes confusion in the unit because everyone wants to be heard.
18. Independent decision making by subordinates is not appropriate in the nursing unit and should not be allowed.
19. A overstuffed unit motivates staff to outperform each other thus reducing boredom.
20. The manager who adopts the 'owl' style of conflict management believes in avoiding conflict by pretending it does not exist.

**Instruction : For the following five (5) questions fill in the blanks. Write the missing word(s) in the answer sheet.**

21. A time of great difficulty or danger when an important decision must be made is called \_\_\_\_\_
22. A \_\_\_\_\_ is characterized by a high degree of accountability for professional acts to the public, client, employer and peers.
23. \_\_\_\_\_ communication is the message that is conveyed consciously or unconsciously by means of the symbols the person is wearing or using to reflect certain images.
24. A formal gathering of persons with a view of providing information and making certain decisions is called a \_\_\_\_\_.
25. \_\_\_\_\_ is the second step of the management process.

**[Total: 25 marks]**

205<sup>4</sup>

## **QUESTION 2**

2.1 Explain two actions of the nurse manager to ensure that the following needs of subordinates are met.

2.1.1 – Need for achievement (2)

2.1.2 – Need for development (2)

2.2 Some managers do not like to delegate. State any five convictions that the manager may have which lead to too little delegation. (5)

2.3 (a) **Describe** the four processes of management. (8)

(b) State two characteristics for each of the management processes you have mentioned above. (8)

**[Total : 25 marks]**

## **QUESTION 3**

3.1 **Explain** five values of record keeping (10)

3.2 Conflict in the nursing unit is inevitable. Describe five (5) possible sources of conflict in the unit. (10)

3.3 Muller (2003) states seven features of a well organized nursing unit. State any five of these. (5)

**[Total marks: 25]**

206<sup>5</sup>