

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
SUPPLEMENTARY EXAMINATION

JULY 2007

COURSE TITLE : HEALTH SERVICES MANAGEMENT 111

COURSE CODE : NUR 501

TIME ALLOWED : 2 HOURS

MARKS ALLOCATED: 75

- INSTRUCTIONS:**
- 1. PLEASE READ INSTRUCTIONS CAREFULLY**
 - 2. ANSWER ALL QUESTIONS**
 - 3. HAND IN SCRIPT AND QUESTION PAPER**

MARK ALLOCATION: 1 MARK per FACT/CORRECT PHRASE

UNLESS OTHERWISE INDICATED

288

QUESTION 1

- 1.1 Describe the reasons for the failure of performance appraisals. (10)
- 1.2 Principled negotiation in labour relations is a method that decides issues on their merits, looks for mutual gains and insists on fair standards. Discuss the four (4) basic points to principled negotiations. (8)
- 1.3 Define strategy review and list the four steps comprising this step of strategic management. (7)

[TOTAL MARKS:25]

QUESTION 2

- 2.1 Describe three objectives of budgeting. (3)
- 2.2 Differentiate between incremental and zero-based costing. (4)
- 2.3 Human resources development seeks to enhance the skills, knowledge and capabilities of people to achieve the desired organisational outcomes. Explain the different steps in the training and development process (18)

[TOTAL MARKS: 25]

QUESTION 3

- 3.1 Analyse the concept 'staff development'. (6)
- 3.2 Differentiate between preceptorship and mentorship in terms of
- | | |
|--------------------------------------|------|
| Definition | |
| Role players and their roles | |
| Advantages and disadvantages of each | (19) |

[TOTAL MARKS: 25]

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