

UNIVERSITY OF SWAZILAND

FACULTY OF HEALTH SCIENCES

FINAL EXAMINATION

SECOND SEMESTER MAY, 2017

TITLE OF PAPER : UNIT MANAGEMENT
COURSE CODE : GNS 315
TIME ALLOCATED : TWO HOURS
MARKS ALLOCATED : 75

INSTRUCTIONS:

- 1. ANSWER ALL QUESTIONS**
- 2. EACH QUESTION CARRIES 25 MARKS**
- 3. READ INSTRUCTIONS CAREFULLY**
- 4. PLEASE WRITE NEATLY AND LEGIBLY**
- 5. TOTAL NUMBER OF PAGES: SIX**

N.B. DO NOT OPEN THIS PAPER UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

QUESTION 1

For each of the following multiple questions, select the most appropriate answer. Write the question number and the letter representing the answer

e.g. 4.D

1.1 One leadership theory states that “leaders have certain characteristic,” which refers to which of the following theories?

- A. Trait
- B. Charismatic
- C. Great Man
- D. Situational

1.2 Which of the following is the best guarantee that the patient’s priority needs are met?

- A. Checking with the relative of the patient
- B. Preparing a nursing care plan in collaboration with the patient
- C. Consulting with the physician
- D. Coordinating with other members of the team

1.2 The Nursing Care delivery mode that is most suited for the intensive care unit is

- A. Primary nursing
- B. Case assignment
- C. Functional nursing
- D. Team nursing

1.4 Which of the following Nursing care delivery modes 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

- 1.5 The health care delivery system of Swaziland includes all the following **EXCEPT**:
- A. Hospitals
 - B. Traditional Healers
 - C. Clinics
 - D. Self-healing
- 1.6 Which of these is **false** regarding policy formulation?
- A. Identification of the problem requiring a policy is important
 - B. Group participation is not important because it is a managerial function.
 - C. The policy should be justified.
 - D. The policy needs to be tested before it can be fully implemented.
- 1.7 Human resource management includes all the following except:
- A. Ensuring up to date education of personnel
 - B. Personnel evaluation
 - C. Patient care
 - D. Assignment of personnel for maximum client benefit
- 1.8 The type of scheduling where nurses choose the shifts that best suit their lifestyles and stick to those is called?
- A. Centralized scheduling
 - B. Cyclical scheduling
 - C. Rotating scheduling
 - D. Permanent shifts
- 1.9 A statement outlining the beliefs, values and principles guiding the actions of all workers in the unit is also known as a
- A. Vision
 - B. Mission statement
 - C. Goal
 - D. Philosophy

- 1.10 The aim of performance appraisal is to
- A. Evaluate and develop the person.
 - B. Check performance of the subordinates
 - C. Promote subordinates who excel in their job
 - D. Measure if subordinates perform according to set standards.

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.

- 1.11 Good leaders are developed through a never ending process of self-study, education, training and experience.
- 1.12 The quality of leadership does not influence the quality of healthcare practices delivered
- 1.13 Effective managers are effective communicators across all levels of management, with subordinates, consumers and regulators.
- 1.14 Health services provided by Non-governmental Organizations including Faith Based Organization and the private sector and are regulated and closely monitored by the umbrella body for non-governmental organization.
- 1.15 Frederick Herzberg postulate that an incentive was needed to keep people on a high productivity level, hence merit increases, profit sharing.
- 1.16 A manager with Macgregor theory Y philosophy would use fear and threats to motivate personnel, supervise closely, delegate little responsibility and not consider personnel participation in planning.
- 1.17 Participative management enhances human relations.
- 1.18 Nursing organizations are particularly vulnerable to conflict because the context of nurses' work may be difficult and stressful.
- 1.19 Quality assurance in health care refers to activities and programs intended to "assure" or promise improvement in quality of care in a defined medical setting or program.
- 1.20 Monitoring and evaluation is about collecting, storing, analyzing and finally transforming data into strategic information so that it can be used to make informed decisions for ward management and improvement, policy formulation, and advocacy.

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

1.21 A management function that involves structuring and dividing duties, responsibilities and tasks in a manner that facilitates orderly running of activities in the unit is called.....

1.22helps to reduce unit chaos and poor nursing care

1.23 _____ Is the capacity for introspection where you deeply understand your personal thoughts, emotions, and behaviour as well as how these affect you and everyone else around.

1.24..... is an activity of human engagement and a relationship experience founded in trust, communication, inspiration, action and “servant-hood”

1.25 _____ it means the degree to which an individual is moved or aroused to expend effort to achieve some goal or purpose.

[Total: 25 marks]

QUESTION 2

2.1 Differentiate between authoritarian, participative and laissez-faire leadership styles. (9 marks)

2.2 Describe the three (3) roles of the leader in team nursing (3 marks)

2.3 Describe the Uses/Function of communication (5 marks)

2.4 Explain the importance of organizing (5 marks)

2.5 Explain when personnel can be a source of conflict in an organization (3 marks)

[Total: 25 marks]

QUESTION 3

3.1 As a ward/ Unit Manager who have served in the organization for five year, you are asked by the in-service Department to make a presentation to a group of newly promoted ward managers on objectives of “ward management”. Explain what your presentation will cover.

(5 marks)

3.2 Explain four (4) purposes of monitoring and evaluation

(4 marks)

3.3 Professional health services delivery takes place under management which focuses on four areas. Describe those four areas (4) areas

(4 marks)

3.4 Differentiate between centralized and decentralized scheduling

(8 marks)

3.5 Describe the effects of absenteeism in a ward/Unit

(4 marks)

[Total: 25 marks]