

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF HEALTH SCIENCES**  
**DEPARTMENT OF GENERAL NURSING**  
**FINAL EXAMINATION**

**MAY, 2005**

**TITLE OF PAPER:**  
**HEALTH SERVICES MANAGEMENT I**

**COURSE CODE: NUR 303**

**MARKS ALLOCATED: 100**

**TIME ALLOCATED: THREE (3) HOURS**

**INSTRUCTIONS:**

- 1. READ QUESTIONS CAREFULLY**
- 2. ANSWER ALL QUESTIONS**
- 3. EACH QUESTION CARRY 25 MARKS**
- 4. WRITE LEGIBLY**

### Question 1

The unit manager has to perform all functions of management

1.1 Describe the organisation functions of management. (13)

1.2 The Intensive Care Unit requires highly skilled nursing personnel

1.2.1 What type of nursing care delivery mode is this one?(1)

1.2.2 Give five (5) advantages of this mode of nursing care delivery. (5)

1.2.3 State three (3) disadvantages of this mode. (3)

1.3 The Laissez-Faire leadership style is not favoured by some subordinates.

Explain why they do not like this leadership style. (3)

Total marks = 25

### Question 2

2.1 Explain how a leader with McGregor's theory X view point treats his or her subordinates. (5)

2.2 Read the following incident report and then answer the question that follow below.

I Sister Mhlanga, was in the corridor of the ward during supper time on the 20<sup>th</sup> of April when I saw that Mr Dlamini had fallen out of bed. I helped him back into bed and did observations, which were normal then I notified the doctor.

This incident report is incomplete, write it correctly. (5)

2.3 The Psychiatric centre has completed and open new wards. The day care centre where nurses/personnel leave their children is now small to accommodate the large number of children.

Write a letter asking for donations. (8)

2.4 Conflict arises in nursing units because of poor scheduling. Describe eight (8) principles of adequate scheduling of shifts. (7)

Total marks = 25

### Question 3

- 3.1 You are a unit manager in one of the wards in the psychiatric centre. Describe five (5) factors that will influence how you delegate your duties.
- 3.2 Describe four (4) requirements for adequate coordination (6)
- 3.3 Performance appraisal is important for the organisation and personnel. Discuss four (4) aims of performance appraisal (6)
- 3.4 State five (5) problems that are experienced by the unit manager during appraisal of subordinates' performance. (5)
- 3.5 Describe the concept "communication".

Total marks = 25

### Question 4

- 4.1 Describe factors which affect productivity in a nursing unit. (9)
- 4.2 Discuss the three roles and functions of a manager (13)
- 4.3 The telephone is a link between the nursing unit and the public. What are the three principles of handling a telephone? (3)

Total marks = 25