

UNIVERSITY OF SWAZILAND

FACULTY OF HEALTH SCIENCES

DEPARTMENT OF GENERAL NURSING

FINAL EXAMINATION MAY, 2006

TITLE OF THE PAPER: Health Services Management I

COURSE CODE: NUR 303

MARKS ALLOCATED: 100

TIME ALLOWED: Three (3) hours

INSTRUCTIONS

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

QUESTION 1

You are a Nurse Manager in one of the Medical Wards. There is a conflict between the day shift and the night shift staff.

- 1.1 Discuss the steps you would follow to manage the conflict. (13)
- 1.2 Discuss the four (4) functions of Management. (12)

Total Marks [25]

QUESTION 2

As a Nursing Manager in the Psychiatric Hospital, you have observed that your subordinates are no longer active as they were before, they come late on duty and absenteeism is frequent and patients are suffering.

- 1.1 Discuss motivational strategies would you put in place? (15)
- 1.2 To manage this ward well. What characteristic should you have as a leader? (10)

Total Marks [25]

QUESTION 3

As a Unit Manager you have roles and functions to perform in the hospital.

- 3.1 Identify and discuss three roles and functions of a Unit Manager (15)
- 3.2 Discuss the four (4) divisions of work in a Nursing Unit. (10)

Total Marks [25]

QUESTION 4

The contingency leadership style is regarded as desired leadership style by Unit Managers.

4.1 Discuss the role of the Manager in the following leadership style.

4.1.1 Directing (3)

4.1.2 Delegating (3)

4.1.3 Coaching (4)

4.1.4 Supportive (6)

4.2 Discuss seven (7) principles within which a well organized Nursing Unit is based. (7)

4.3 Mention two (2) disadvantages of democratic. (2)

Total Marks [25]