

UNIVERSITY OF SWAZILAND

FACULTY OF HEALTH SCIENCES

DEPARTMENT OF GENERAL NURSING

SUPPLEMENTARY EXAMINATION JULY, 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

- 1.1 Briefly discuss the components of the management process. (10)
- 1.2 Explain case management as a mode of health care delivery. (10)
- 1.3 Briefly discuss the advantages of team work approach. (5)

Total Marks [25]

QUESTION 2

- 2.1 Discuss the health care delivery system in Swaziland. (20)
- 2.2 Briefly discuss the situational leadership theory. (5)

Total Marks [25]

QUESTION 3

- 3.1 Discuss five (5) characteristics of an effective leader. (10)
- 3.2 Unit Managers who assume that subordinates are easy can not work on their own, are not liked by their subordinates. Discuss five (5) reasons why they do not like him or her. (5)
- 3.3 Professionals must meet international criteria because nursing is judged based on the basis of these criteria. Describe ten (10) of these criteria. (10)

Total Marks [25]

QUESTION 4

- 4.1 Explain four (4) principles of conflict management. (8)
- 4.2 Performance appraisal is important in development. Discuss seven (7) principles within which this control measure is based on. (14)
- 4.3 Describe three (3) purposes of performance appraisal. (3)

Total Marks [25]