

UNIVERSITY OF SWAZILAND

FACULTY OF HEALTH SCIENCES

DEPARTMENT OF GENERAL NURSING

FINAL EXAMINATION - DECEMBER2008

TITLE OF THE PAPER : HEALTH SERVICES MANAGEMENT I
COURSE CODE : NUR 303
MARKS ALLOCATED : 75
TIME ALLOWED : TWO (2) HOURS
EXAMINER : MRS J.V MDLULI

INSTRUCTIONS

1. Read questions carefully
2. Answer all questions
3. Write legibly
4. Each explained fact is worth 1 mark unless indicated otherwise

DO NOT OPEN UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

QUESTION 1

For the following questions, state whether the statement is true or false. In your answer book write **True** if the statement is correct and write **False** if the statement is wrong.

1. Non verbal communication always reveals true feelings as it is hard to control.
2. In autocratic leadership style input is obtained from subordinates.
3. In situational leadership style, the Unit Manager utilizes scientific principles.
4. In analysing the internal environmental variables the physical, mental and social abilities of the followers should be analysed.
5. In supportive/laissez-faire leadership style no supervision is required on the side of the leader because the followers are responsible and professionally mature.
6. The organizational structure is the graphical exposition of personnel according to job division.
7. In Primary Nursing an individual nurse takes responsibility of a patient for the duration of that patient's treatment or hospital stay.
8. A balance between too much and too little delegation is always possible to maintain.
9. The scope of ward management does not extend to human resource management.
10. The number of patients who require certain services, as well as the patient turnover for the day is one of the factors that influence routine in the Nursing Unit.

(10)

QUESTION 2

- 2.1 Explain any five reasons why organizing is important in health service management. (10)
- 2.2 Compare and contrast functional nursing and team nursing in terms of the following:
- i. Characteristics of both (6)
 - ii. Advantages for clients and the unit (5)
 - iii. Disadvantages (4)

TOTAL [25 MARKS]

QUESTION 3

- 3.1 Describe the process of communication and its importance in management (6)
- 3.2 Explain how the following act as barriers to communication
- a. Semantic factors (2)
 - b. Perceptual factors (2)
 - c. Physiological factors (2)
 - d. Physical factors (2)
 - e. Psychological factors (2)

TOTAL

[16 MARKS]

QUESTION 4

- 4.1 Describe how job attributes can influence employee motivation. (10)
- 4.2 Explain any four routine activities in a unit. (4)
- 4.3 Explain any four factors influencing routine in the unit. (8)
- 4.4 Differentiate between management and leadership (2)

TOTAL MARKS

[24 MARKS]