

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF COMMUNITY HEALTH NURSING
MAIN EXAMINATION APRIL/MAY 2011

COURSE CODE	NUR 331
COURSE TITLE	UNIT MANAGEMENT 11
PROGRAMME	POST DIPLOMA CERTIFICATE IN MENTAL HEALTH NURSING
PLACEMENT	SECOND SEMESTER
NUMBER OF STUDENTS	ONE (1)
TOTAL MARKS	SEVENTY-FIVE (75)
DURATION	TWO (2) HOURS

INSTRUCTIONS:

1. THE EXAMINATION IS DIVIDED INTO FOUR SECTIONS, namely, A, B, C and D.
2. THE FOUR SECTIONS ARE CONTAINED IN SIX PAGES
3. ANSWER ALL QUESTIONS.
4. READ ALL QUESTIONS THOUGHTFULLY.
5. FOLLOW THE INSTRUCTIONS GIVEN PER EACH SECTION.
6. HANDWRITING MUST BE LEGIBLE.
7. FIGURES IN BRACKETS REPRESENT MARKS ALLOCATED PER QUESTION AND/OR A PART, THEREOF.
8. ANSWER ALL QUESTIONS IN THE PROVIDED ANSWER BOOKLET.

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BY THE CHIEF INVIGILATOR

SECTION A

Instruction:

Answer as directed by each question or sub question.

Question One

Scheduling is an important aspect of the management process and linked to quality service delivery.

- 1.1 Define the term scheduling. (2)
- 1.2 Identify to which phase of the management process scheduling belongs. (1)
- 1.3 Outline any five points principles or rules the nursing unit manager ought to adhere to when scheduling the staff members for duty. (1x5) [5]
- 1.4 Differentiate between flexi scheduling and cyclical scheduling. (2)
- 1.5 Describe any two advantages (2x2) and two disadvantages (2x2) of using the cyclical scheduling type of duty roster. [8]
- 1.6 Describe any three negative effects of the functional method of delivering nursing care in a psychiatric ward. (2x3) [6]

[25 points]

Question 2

Delegating work, conflict resolution and engaging in research activities are all integral components of the nursing unit manager's responsibilities in striving to deliver quality nursing care and services to clients.

- 2.1 Write any six principles of each of the following:
 - 2.1.1 delegating (1x6)
 - 2.1.2 conflict resolution (1x6) [12]
- 2.2 Describe any three factors that may pose as challenges to conducting nursing research By the nursing unit manager at the National Psychiatric Centre in Swaziland. (2x2) [8]

[20 points]

SECTION B

Multiple choice questions

Instruction:

Select the most appropriate answer and write it in your answer booklet.

Example 1 = b, 2 = a and so forth.

1. Which of the following approaches to conflict resolution should the nursing unit manager chose when resolving a conflict situation?
 - a. compromise.
 - b. competition.
 - c. smoothing.
 - d. collaboration.
 - e. accommodation.

2. The principle of confrontation in conflict resolution will help the nursing unit manager to
 - a. pray with the parties with the differences and let God take over.
 - b. let the two parties iron out their differences without further delay.
 - c. remind the two parties of the general orders in the Employment Act.
 - d. report the matter to the matron and administrator.
 - e. identify the problem that is causing disharmony between the involved parties.

3. The long standing differences between medical practitioners and nurses may be classified as
 - a. inter personal conflict.
 - b. intra personal conflict.
 - c. intra group conflict.
 - d. inter group conflict.
 - e. medical-nursing conflict.

4. Permission to carry out nursing research at the National Psychiatric Centre must first be sought and obtained from one of the following. The
 - a. Ministry of Health.
 - b. Mbabane Government Hospital.
 - c. Faculty of Health Sciences.
 - d. participants.
 - e. National Psychiatric Centre.

5. Which of the following fundamental ethical principles form the foundations for research that is ethical? The principles of
 - a. beneficence, non-maleficence and veracity.
 - b. justice, anonymity and respect.
 - c. respect, justice and beneficence.
 - d. a and b.
 - e. a and c.

6. Through omitting the names of the participants, the nursing unit manager will be operationalizing the ethical principle of
- confidentiality.
 - privacy.
 - anonymity.
 - secrecy.
 - respect.
7. The findings of the study may be influenced by factors that are related to
- the researcher.
 - the environmental.
 - the subjects/participants.
 - the instrument.
 - all the above-mentioned factors are applicable.
8. All references that the researcher will have used are generally compiled
- in the main text of the research report.
 - at the end of the last chapter discussing the findings.
 - at the beginning chapter of the research report.
 - together with the list of contents of the research report.
 - throughout the research text.
9. Before implementing the study, the nursing unit manager must ensure that
- the subjects are going to be available.
 - the study will be feasible.
 - the identified problem is researchable.
 - the researcher has research skills.
 - all the above are applicable.
10. The role of the nursing unit manager in nursing research activities is that of
- principal researcher.
 - being part of the research team.
 - organizing forums for disseminating researcher findings.
 - testing a theory that is used to care for clients with psychiatric conditions.
 - all the above.

[10 points]

SECTION C*Mix and match type of question*Instruction:

Match the statements in Column A with those in Column B. In your answer booklet write the correct answers: *Example: 1 = C, 2 = J* and so forth. Note that three statements in Column B will not have a match in Column A and therefore will remain unused.

Column A	Column B
1. __ Team building is	A. positive evaluation of a subordinate by the supervisor.
2. __ One of the advantages of using a questionnaire is that	B. negative evaluation of performance by the supervisor.
3. __ Horns effect refers to a predominantly	C. age, religion, marital status and educational level.
4. __ The data in qualitative research are....	D. an essential ingredient in preventing the occurrence of unnecessary differences in the a ward situation.
5. __ The sample of a quantitatively designed study is	E. relatively large.
6. __ Evidence-based nursing practice is recommended because it is	F. the methods of data collection.
7. __ Demographic variables include the	G. the researcher not divulging gathered information to any other person..
8. __ Descriptive studies tend to use structured	H. it easier to analyze the data.
9. __ The principle of confidentiality is	I. it contributes toward quality nursing care.
10. __ An independent variable is the variable that is	J. very time consuming.
	K. non numerical.
	L. one that causes change in the dependent variable in an experiment.
	M. influenced by another variable.

[10 points]

SECTION D*Fill in the blank spaces*Instruction:

Write only the correct answer in your answer booklet. Note that the missing words are provided in Table 1 below. *Example:* 1 = source, 2 = qualitative, and so forth. Note that five of the provided words in Table 1 will remain unused.

Table 1 The missing words

scientific, non-numerical, qualitative, manipulation, subset, objectivity, generalized, empirical, interpretive, before, conceptualization, phenomenon, planning, organizing, numerical.

1. A sample is a _____ of the population of the study.
2. Appraising of the ward environment by the nursing unit manager is done in the _____ phase of the management process.
3. All background information to the research problem is done during the _____ phase of the research process.
4. The research problem is also referred to as the _____ of interest to the researcher.
5. A pilot study is generally carried out _____ the data of the main study are collected.
6. The three main features of an experimental study are control, randomization and _____.
7. The _____ phase of the research process is concerned with the actual data gathering.
8. A major attribute of quantitatively designed research is that its findings may be _____.
9. Quantitatively designed research utilizes data that are _____.
10. Though intuition is a source of knowledge, it not considered _____.

[10 points)