

UNIVERSITY OF SWAZILAND

FACULTY OF HEALTH SCIENCES

FINAL EXAMINATION

SECOND SEMESTER MAY, 2011

TITLE OF PAPER : HEALTH SERVICES MANAGEMENT

COURSE CODE : NUR 501

TIME ALLOCATED : TWO HOURS

MARKS ALLOCATED : 75

INSTRUCTIONS:

- 1. ANSWER ALL QUESTIONS**
- 2. EACH QUESTION CARRIES 25 MARKS**
- 3. READ INSTRUCTIONS CAREFULLY**
- 4. PLEASE WRITE NEATLY AND LEGIBLY**

N.B. DO NOT OPEN THIS PAPER UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

Question 1

For each of the following multiple questions, select the most appropriate answer. Write the question number and the letter representing the answer

e.g. 4.a

1. Planning as a management function include the following *except*:-
 - a. Establishing objectives
 - b. Evaluating the past situation
 - c. Evaluating the present situation
 - d. Predicting the future trends

2. The systematic and constructive way of managing information in the interest of quality decision-making for the proper running of the healthcare organizations is called.....
 - a. Knowledge management
 - b. Information management
 - c. Human Resource management
 - d. Data management

3. The following are the steps of decision making *except*:
 - a. Identifying the problem
 - b. Searching for solutions
 - c. Selecting alternatives that best achieves the decision maker's objectives
 - d. Selecting alternatives that best achieves the operational level goal

4. In creative process.....is when the solution is discovered.
 - a. Illumination
 - b. Participation
 - c. Verification
 - d. Incubation

5. The ability to question philosophically and exercise careful judgment when evaluating a situation is called
 - a. Creativity
 - b. Critical Thinking
 - c. Innovative
 - d. Inventiveness

6. The following are the approaches to decision making *except*:
 - a. Routine process
 - b. Creative process
 - c. Problem solving process
 - d. Intuitive process

7. Intuitive process include.....
 - a. Pattern of recognition
 - b. Difference in recognition
 - c. Lack of common sense understanding
 - d. Lack of deliberate rationality

8. Strategic planning is the function of the
 - a. Top level management
 - b. Middle level management
 - c. Low level management
 - d. Operational manager

9. Strategic planning process include the following *except*:
 - a. A situation audit or environmental assessment
 - b. Conducting a SWOT analysis
 - c. Writing a purpose or mission statement of the organization
 - d. Formulating the policies

10. The following are the instruments used for data collection and storage *except*:
 - a. Computers.
 - b. Paper driven)
 - c. Telecommunication
 - d. Grapevine

11. Information need to be managed at following levels *except*:
 - a. Strategic level
 - b. Middle level
 - c. Operational level
 - d. District level

12. One of the following is the function of top level management
 - a. To oversee and ensure overall organizational achievement.
 - b. To ensure short-term objectives are met.
 - c. To develop skill
 - d. Information analysis

13. Approaches to labour relations include the following *except*:
- Marxist perspective
 - Authoritative perspective
 - Pluralistic perspective
 - Unitary perspective
14. A..... that is formed by governmental entities or authoritative decision-makers.
- Health policy
 - Public policy
 - Social policy
 - Public health policy
15. The development and implementation of strategies to prevent patient injury, minimize financial loss, and preserve agency assets is.....
- Total quality management
 - Risk management
 - Quality assurance
 - Continuous quality improvement
16. The following are the types of problem employee *except*:
- Employee with a social problem
 - Substance abusers
 - Angry or withdrawn employee
 - Personnel with excessive absenteeism
17. A non governmental healthcare organization has a number of similar organizations competing for the same client base. This would be viewed as a to the survival of that organization.
- Threat
 - Strength
 - Weakness
 - Opportunity
18. When an organization is examining its core business, it is assessing:
- Human resource availability
 - Financial resources
 - Infrastructure of the organization
 - The nature and scope of service delivery

19. At operational level the types of action plans that are executed are:
- Short term plans
 - Medium term functional plans
 - Strategic long term plans
 - Short term plans
20. Which of these reasons does not apply to the management of patient records
- To ensure patient confidentiality
 - To control access to patient data
 - To make patient data easily accessible by other health personnel
 - To make certain patient data available for research purposes

For the following questions, state whether the statement is true or false. Write true, if the statement is true and false if the statement is incorrect.

21. Allocation of resources is political decision
22. Joint consultation provide a forum for airing grievances
23. A performance appraisal is a periodic formal evaluation of how well personnel have performed their duties during a evaluation time
24. Employers' industrial action includes mass dismissal of employees, lock-out
25. Human resource development is an organisation's investment in the learning of its people, and acts as a powerful tool of its intentions

Question 2

- 2.1 Describe five (5) core activities in strategic human resource management.... (5 marks)
- 2.2 Explain seven (7) purposes of knowledge management system (7 marks)
- 2.3 Describe three (3) three types of quality improvement standards (5 marks)
- 2.4 Explain eight (8) principles of disciplinary action (8 marks)

[25 Marks]

Question 3

- 3.1 Explain the requirements for fair disciplinary procedure (13 marks)
- 3.2 Describe eight functions of top level management (8 marks)
- 3.3 Explain the pluralistic perspective as an approach to labour relations (4 marks)

[25 Marks]