

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
GENERAL NURSING DEPARTMENT
SEMESTER ONE FINAL EXAMINATION
DECEMBER 2014

TITLE: HEALTH SERVICES MANAGEMENT 11

COURSE CODE: NUR 403

TIME ALLOWED: 2 HOURS

INSTRUCTIONS: 1. PLEASE READ INSTRUCTIONS CAREFULLY

2. PLEASE ANSWER ALL QUESTIONS

3. NUMBER YOUR ANSWERS

CORRECTLY

4. THIS PAPER HAS GOT 2 PAGES ONLY

TOTAL MARKS: 75

DO NOT OPEN THE EXAMINATION PAPER UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

QUESTION 1

1.1 You are aspiring to start your own company; you already have the site and buildings. Describe how you would ensure that your company is fully functional by applying the steps of the management process. (25 Marks)

QUESTION 2

2.1 Planning has tremendous benefits for all types of organisations. Explain how each benefit can enhance better functioning of a health care service. (15 Marks)

2.2 Explain why managers resist planning. (10 marks)

(Total 25 marks)

QUESTION 3

3.1 Critically analyse the characteristics of the bureaucratic structure and describe its applicability to contemporary health care settings for efficient and effective delivery of care. (10 Marks)

3.2 Describe the importance of organising. (10 Marks)

3.3 Explain the meaning of management by objectives (5 Marks)

(Total 25 marks)

TOTAL 75