

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF HEALTH SCIENCES**

**FINAL EXAMINATION**

**MAY 2016**

**COURSE NAME: HEALTH SERVICES MANAGEMENT IV**

**COURSE CODE: NUR 404**

**TIME ALLOWED: 2 HOURS**

**TOTAL MARKS: 75**

**INSTRUCTIONS:**

- 1. PLEASE READ INSTRUCTIONS CAREFULLY**
- 2. PLEASE ANSWER ALL QUESTIONS**
- 3. MARK ALLOCATION: 1 MARK / CORRECT PHRASE/SENTENCE/FACT FOR DISCUSSION QUESTIONS**

***THIS PAPER SHOULD NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED PERMISSION***

## QUESTION 1

**MULTIPLE CHOICE QUESTIONS: CHOOSE ONE RESPONSE THAT BEST ANSWERS THE QUESTION. (1 mark / correct response)**

- 1.1.....refers to the ability to combine ideas in a unique way or to make unusual associations between ideas.
- A. Improvement
  - B. Imagination
  - C. Creativity
  - D. Interpretive thinking
- 1.2 Which of the following best defines the process of locating and encouraging potential employees to apply for jobs?
- A. Human Resource Planning
  - B. Selection
  - C. Recruitment
  - D. Job Analysis
- 1.3 Which of the following is the area from which applicants can be recruited?
- A. Job agencies
  - B. Labour markets
  - C. Employment lines
  - D. Labour unions
- 1.4 Which is the process of choosing individuals who have relevant qualifications to fill existing or projected job openings?
- A. Screening process
  - B. Selection process
  - C. Interview process
  - D. Pre-screening process
- 1.5 Which best represents an interview with a set of standardized questions (based on job requirements) and an established set of answers against which applicant responses can be rated?
- A. Panel interview
  - B. Behavioural interview
  - C. Situational interview
  - D. Structured interview

- 1.6 Which interview method is most reliable?
- A. Structured
  - B. Unstructured
  - C. Non-directive
  - D. Telephone
- 1.7 The process of eliminating unsuitable candidates is called
- A. Selection
  - B. Recruitment
  - C. interview
  - D. Induction
- 1.8 An employee becomes disabled due to disease, illness, or an accident. In such a case management may give him the option of retirement. This is an example of;
- A. Forced retirement
  - B. Premature retirement
  - C. Compulsory retirement
  - D. Voluntary retirement
- 1.9 An employee terminated due to alcoholism, dishonesty or inefficiency is called as
- A. Discharge
  - B. Dismissal
  - C. Suspend
  - D. Layoff
- 1.10 Responding to employees and involving them in decision making referred to as
- A. Quality of wok life
  - B. Autonomy
  - C. Empowerment
  - D. Pre action
- 1.11 In which of the following ways do organizations benefitd through training and development?
- A. It leads to profitability
  - B. It improves relationship between employer and employee
  - C. It improves the job knowledge and skills at all levels of the organization
  - D. All of the above

- 1.12 Successful career planning and development requires action from;
- A. The organization, the employee's immediate manager and the employee himself
  - B. The employees and his/her immediate manager
  - C. A variety of sources both internal and external to the organization
  - D. The employee with some guidance from his or her immediate manager
- 1.13 A frequently used method for determining training needs involves
- A. Observation analyses conducted by training experts
  - B. Group discussion with employee groups
  - C. Individual skill assessment by supervisors
  - D. All of the above
- 1.14 An experienced employee offering guidance and support to a junior employee so that the later learns and advances in the organization is called
- A. Mentoring
  - B. Counseling
  - C. Coaching
  - D. job instruction training
- 1.15 Which one is not the specific goal of Human resource management?
- A. Attracting applicants
  - B. Separating employees
  - C. Retaining employee
  - D. Motivating employee
- 1.16 Stress can be managed in the following ways,
- i) Exercise
  - ii) Relaxation
  - iii) Time management
  - iv) Support groups
- A. ii
  - B. i, ii, iii, iv
  - C. iii
  - D. ii, iv

- 1.17 Good leadership skills are characterised by the following EXCEPT:
- A. Influence and motivation
  - B. Creativity and critical thinking
  - C. Considering organisational needs first and adhering to formal authority
  - D. Building moral and harmonious relationships
- 1.18 Which of the following is NOT one of the 'big five' personality.
- A. Agreeableness
  - B. Conscientiousness
  - C. Negative emotionality
  - D. Closeness
- 1.19 The following are categories of work-related stress
- i) Task demands
  - ii) Physical demands
  - iii) Role demands
  - iv) Psychological demands.
- A. i. ii
  - B. i, iii
  - C. ii, iii, iv
  - D. i. ii. iii. iv
- 1.20 The following are preparation for an interview EXCEPT;
- A. Shortlisting of candidates;
  - B. Identification of interviewers;
  - C. Preparation of a venue;
  - D. Allow for at least 60 minutes per interview.

1.21 Measurements of absenteeism include;

- i) Single day absence
- ii) Frequency of absence
- iii) Paid and unpaid absence
- iv) Number of days present

- A. ii, iii
- B. i, iii
- C. ii, iv
- D. i, ii, iii, iv

1.22

1. In which of the following types of interviews are the questions are predetermined?

- A. Panel
- B. Stress
- C. Group
- D. Structural

1.23 Demand for human resources and management is created by

- A. Expansion of industry
- B. Shortage of labour
- C. Abundance of capital
- D. None of these

1.24 Human resource management function does not involve

- A. Recruitment
- B. Selection
- C. Cost control
- D. Training

1.25 Which of the following is not a method of off the job training?

- A. Sensitivity
- B. Seminar
- C. Under study
- D. Conferences

**(TOTAL 25 Marks)**

**QUESTION 2**

2.1 Describe the factors influencing recruitment. (10)

2.3 Describe five forms of power (15

**(TOTAL 25 Marks)**

**QUESTION 3**

3.1 Describe the control process. (15)

3.2 Discuss the attributes of a creative individual (10)

**(TOTAL 25 Marks)**

**TOTAL = 75 MARKS**