

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
GENERAL NURSING DEPARTMENT
DECEMBER, 2016

COURSE TITLE: HEALTH SERVICES MANAGEMENT

COURSE CODE: NUR403

TOTAL EXAMINATION DURATION: 2 HOURS

TOTAL MARKS: 75

INSTRUCTIONS:

1. Answer all questions on the provided answer sheet
2. Each correct point is given $\frac{1}{2}$ and the rational and explanation another $\frac{1}{2}$ that makes it 1 point.
3. All questions are compulsory
4. Do not open the Question Paper until the Invigilator (s) tell (s) you to do so

Question one

- a) Describe what you understand by the nature of management (5)
- b) Describe leadership (5)
- c) You are a manager in the clinic and you decide to utilize the participative management model.
 - i) Describe what you would do (15)

QUESTION TWO

You are engaged in the management process and you start by the planning stage in the ward where you are the sister in charge. Discuss the steps you will carry out developing the operational plan process (12)

- b) Describe the attributes of a good plan (7)
- c) What are the reasons for you to carry out the planning process (7)

QUESTION THREE

Describe the following concepts related to the organizing a one of the managerial functions

- (i) Describe your understanding of the concept organizing (4)
- (ii) Organizational culture (10)
- (iii) Organizational climate (10)