

UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
GENERAL NURSING DEPARTMENT
SUPPLEMENTARY EXAMINIATIONS, JULY, 2017

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 the four management paradigms (12)
- b) You are posted at Horo clinic as a newly qualified nurse and the sister there is an autocratic leader. Most of the other staff nurses are complaining about certain elements of this leadership style and would have preferred that the sister uses more of participative management.
 - i) Describe how the autocratic style of leadership may affect the organization versus the participative leadership style (10)

QUESTION TWO

You get a promotion and you become a sister in charge of ward 24

- a) At what level of management are you at, give a rationale (2)
- b) You begin to think of utilizing the management tools of delegation and Motivation
 - i) Describe these two tools of management you have chosen (14)
- c) You start to engage yourself in the management process
 - i) What does planning entails (5)
 - ii) Describe the characteristics of a good plan (8)

QUESTION THREE

- a) Describe what you understand by organizing (2)
- b) As a sister in charge of a health care centre, you begin to embark on the aspect of organizing.
 - i) Describe the process you would carry out (12)
 - ii) Discuss the principles of organizing (10)