



**UNIVERSITY OF ESWATINI
FACULTY OF HEALTH SCIENCES
FINAL EXAMINATION
MAY 2019**

**COURSE NAME: HEALTH SERVICES MANAGEMENT IV
COURSE CODE : NUR404**

INSTRUCTIONS:

- 1. PLEASE READ QUESTIONS CAREFULLY**
- 2. START EACH QUESTION ON A SEPERATE PAGE**
- 3. ANSWER ALL QUESTIONS**
- 4. ONE (10 MARK PER CORRECT RESPONSE OR VALID POINT**
- 5. THE PAPER IS DIVIDED INTO SECTION A AND B**
- 6. THE EXAMINATION PAPER CARRIES 5 PAGES**

TOTAL MARKS = 75

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

SECTION A

QUESTION 1

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

- 1.1 A Health Services manager makes plans of assigning competent people to fill the roles designed in the hierarchy. Which process refers to this?
- A. Staffing
 - B. Scheduling
 - C. Recruitment
 - D. Induction
- 1.2 Which management function is often referred to as directing?
- A. Leading
 - B. Planning
 - C. Organising
 - D. Controlling
- 1.3 In planning a recruitment program, which of the following statements is **FALSE**?
- A. When there are more qualified staff available than vacancies, press advertisement are the best recruitment method.
 - B. A poor institutional image can affect a recruitment program adversely unless the recruitment officer emphasizes the Institution's strong points.
 - C. Recruitment officers can run a successful recruitment program even without the necessary statistics and data, as long as they appear friendly and smart and market the organisation.
 - D. Informal recruitment, when existing staff spread the news, is not one of the best ways of recruiting staff.
- 1.4 The leadership style that places emphasis on communicating the vision to the employees is:
- A. Participatory
 - B. Bureaucratic
 - C. Transformational
 - D. Autocratic
- 1.5 One of the models in decision-making is: The
- A. Transformational leadership
 - B. Transactional leadership
 - C. Situational leadership
 - D. The descriptive model/ administrative model

- 1.6 Leadership is a complex process that includes the following; **EXCEPT:**
- A. Authority and power
 - B. Delegation and influence
 - C. Motivation and scheduling
 - D. Responsibility and accountability
- 1.7 The following are factors that influence recruitment; **EXCEPT:**
- A. Requirements of the statutory body,
 - B. Conditions in the labour market,
 - C. Organisational policy
 - D. The image of the institution
- 1.8 Preparations for an interview include the following; **EXCEPT:**
- A. Preparation of a venue,
 - B. Preparation of the interviewer,
 - C. Preparation of a short list
 - D. Preparation of the interviewee
- 1.9 One of the strategy to reduce absenteeism is:
- A. Formulating an attendance policy
 - B. Planning human resources requirements for scheduling,
 - C. Measuring frequency of absenteeism
 - D. Improving in-service training.
- 1.10 The following are causes of stress in an organisation; **EXCEPT:**
- A. Task demands
 - B. Role demands
 - C. Too much information for decision-making
 - D. Interpersonal relationships.
- 1.11 The management function that keeps deviations from planned activities is called:
- A. Staffing
 - B. Controlling
 - C. Organising
 - D. Leading
- 1.12 The manager who has information that is not accessible to other managers in an organisation:
- A. Reward power
 - B. Referent power
 - C. Expert power
 - D. Coercive power

- 1.13 The following are leadership behaviours that are distinctively displayed during transformational leadership; **EXCEPT:**
- A. Communication of a vision,
 - B. Establishing a trusting relationship between the leader and followers
 - C. Empowering followers to make decisions and avoid risks.
 - D. Effect change
- 1.14 The Manager checks the documentary requirements for the applicants for staff nurse position. Which one is NOT necessary?
- A. Certificate of previous employment
 - B. Record of related learning experience
 - C. Membership to accredited professional organization
 - D. Professional identification card
- 1.15 A number of elements should always be present in decision making .the elements include; **EXCEPT:**
- A. The decision at hand
 - B. The abilities and personality of the decision maker
 - C. The process that is to be followed in making the decision
 - D. The environment in which the decision has to be made

TOTAL (15)

SECTION B

ESSAY QUESTIONS

QUESTION 2

- 2.1 Describe five (5) strategies of recruiting personnel into the organisation. (10)
- 2.2 Explain how you would utilise for kinds of power in your area of responsibility to ensure productivity. (15)

TOTAL (25)

QUESTION 3

- 3.1 Discuss the control process. (15)
- 3.2 Discuss five (5) factors causing absenteeism, and five (5) measurement of absenteeism. (10)

TOTAL (25)

QUESTION 4

3.1 Discuss (4) causes and (5) consequences of work-related stress. (10)

GRAND TOTAL = 75