



“Investing in Africa’s future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES (CHANS)

NSNS 413: HEALTH SERVICES MANAGEMENT I

END OF SECOND SEMESTER FINAL EXAMINATIONS

APRIL/MAY 2022

LECTURER: MRS. V. K. CHIKANYA

DURATION: 3 HRS

INSTRUCTIONS

Answer **any four (4)** questions

All questions carry equal marks (25)

DO NOT repeat material.

Write legibly.

Question 1

Citing examples, describe the 4 principles of organizing that a nurse manager applies in her/his department/unit to ensure provision quality nursing care. **25 Marks**

Question 2

Citing examples, outline how a Nurse Manager/Administrator applies the components of Management/Planning Hierarchy to ensure provision of quality nursing care in the ward/unit or hospital under her supervision. **25 Marks**

Question 3

- a) Outline the five components of the Health Reforms **5 Marks**
- b) Citing examples, explain any five (5) methods that a nurse manager applies when evaluating nursing care services in an organisation he/she works for. **20 Marks**

Question 4

One of the responsibilities of a Health Services Manager is to motivate subordinates to function effectively and efficiently in an organisation. Discuss how a Nurse Manager/Administrator would apply the Mac Gregor X and Y theory in motivating staff. **25 Marks**

Question 5

Explain any five (5) principles that a Health Services Manager/Administrator applies when delegating work to his/her subordinates. **25 Marks**

END OF EXAM