



"Investing in Africa's Future"

DEPARTMENT OF HEALTH SCIENCES

SNS 318: HEALTH SERVICES MANAGEMENT II

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2017

LECTURER: MRS V. K. CHIKANYA

DURATION: THREE (3) HOURS

INSTRUCTIONS

Answer **any three (3)** questions

The mark allocation for each question is indicated at the end of the question

Credit will be given for logical, systematic and neat presentations.

Question 1

Describe the components of Management/Planning Hierarchy

20 Marks

Question 2

Citing examples, discuss any six (6) principles that a health services manager applies when delegating work to his/her subordinates.

20 Marks

Question 3

Citing examples, describe any six (6) forms of power that a nurse manager may have as a leader of a group of nurses.

20 Marks

Question 4

Citing examples, describe the 4 principles of organizing that a nurse manager applies in her/his department/unit

20 Marks

END OF PAPER