



***“Investing in Africa’s future”***

**COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES**

**NSNS415 NURSING MANAGEMENT AND ADMINISTRATION PRACTICE**

**END OF FIRST SEMESTER FINAL EXAMINATIONS**

**10 MAY 2021**

**LECTURER: MRS KAPFUNDE**

**DURATION: 0900HRS to 1600 HRS**

**INSTRUCTIONS**

Answer **one** question

All questions carry equal marks (100) each.

DO NOT repeat material.

Write legibly.

### **QUESTION 1:**

Nursing management is a process of achieving organizational goals by working with or through other people and resources.

- a. Describe the managerial functions of the nurse manager citing their applicability in real practice. (25 marks)
- b. Discuss the effects of the current Covid 19 pandemic on the quality of health care services offered at hospitals. (25)
- c. Using the Mintzberg's role classification, describe the management behaviours and activities associated with management position and level of authority. (25 marks)
- d. A good nurse manager is said to be an essential asset benefiting the health service organisation. Discuss. (25 marks)

### **QUESTION 2**

Hospitals are said to be open systems which thrive on the interrelatedness with its environment.

- a. Describe 10 characteristics of an open system that helps the manager to understand how hospitals function as an organisation. (40 marks)
- b. Outline the principles of organizational structure citing realistic examples of where they apply in a hospital setting. (10 marks)
- c. Describe the following types of organizational structures citing the advantages and disadvantages of their application in a clinical setting.
  - I. Line and staff pattern/ Relationship (10)
  - II. Line pattern/ relationship (10)
  - III. Matrix organisational structure (10)
  - IV. Functional line and staff pattern (10)
- d. Explain the concept of team nursing in nursing management (10)

### **QUESTION 3**

You are newly appointed to **Senior Nursing Officer III** in a hospital where conflict is the order of the day.

- a. Describe the possible sources of conflicts giving relevant examples in your workplace.  
(40)
- b. Using Kurt-Lewin's change theory, describe how you would change the situation. (20)
- c. Outline the factors that influence and hinder effective decision making in the work setting. (25)
- d. State the principles of Total Quality management you would apply as a manager to ensure quality of care is maintained. (15)

**END OF PAPER**