



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

NSNS 413: HEALTH SERVICES MANAGEMENT 1

END OF SECOND SEMESTER/BLOCK EXAMINATIONS

APRIL/MAY 2025

LECTURER: DR. V K CHIKANYA

DURATION: 3 HOURS

INSTRUCTIONS

Answer **any four (4)** questions

All questions carry equal marks (25).

DO NOT repeat material.

Write legibly

Question 1

Citing examples, describe how a nurse manager/administrator applies the components of the Management/Planning Hierarchy in his/her institution/ward/unit/department to ensure efficiency.

25 Marks

Question 2

An organizational structure provides a framework for allocating responsibility, authority, accountability and delegation to various posts. Citing examples, describe how a nurse manager would apply the four (4) principles of organizing in ensuring provision of quality nursing care in her/his ward/department/unit.

25 Marks

Question 3

a) Delegation is an aspect of authority. Citing examples, outline any five (5) principles of delegation that a nurse manager/ administrator applies when assigning tasks to subordinates.

15 Marks

b) Citing examples, enumerate any 3 barriers to delegation and how a nurse manager/ administrator overcomes them.

10 Marks

Question 4

Citing examples, explain any five (5) methods that a nurse manager applies when evaluating nursing care services in an organisation he/she works for.

25 Marks

Question 5

One of the responsibilities of a Health Services Manager is to motivate subordinates to function effectively and efficiently in an organisation. Describe how a Nurse Manager/Administrator would apply Maslow Hierarchy of Needs Theory in motivating staff.

25 Marks

END OF PAPER