



“Investing in Africa’s future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES (CHANS)

NSNS 318: HEALTH SERVICES MANAGEMENT II

END OF FIRST SEMESTER FINAL EXAMINATIONS

NOVEMBER/DECEMBER 2023

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

Organisational structure provides a framework for allocating responsibility, authority and accountability to various posts. Citing examples, outline the five (5) types of organisational structures.

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**

Citing examples, explain any five (5) methods that a Nurse Manager/Administrator applies when evaluating nursing care services offered in a ward/unit or a hospital setting.

25 Marks**Question 4**

Citing examples, state any five principles that guide a Nurse Manager/ Administrator when delegating tasks to her/his subordinates.

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/health institution. Explain how a Nurse Manager/Administrator would apply the Needs motivational theory according to Maslow.

25 Marks**END OF PAPER**