



“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

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/his supervision.

25 Marks**Question 2**

Citing examples, describe the 4 principles of organizing that a Nurse Manager/Administrator applies in her/his department/unit.

25 Marks**Question 3**

Change promotes growth in an organization, as a nurse manager explain any five (5) reasons that make employees resist change.

25 Marks**Question 4**

Citing examples, outline any three (3) barriers that may influence a Nurse Manager/Administrator not to delegate work to her/his subordinates and how to overcome them.

25 Marks**Question 5**

Time is an important resource that nurse managers safe guard at work. Citing examples, outline how a Nurse Manager/Administrator may prevent any five (5) time wasters that may be encountered in her/his ward or department within a health institution.

25 Marks**END OF PAPER**