



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

NSNS 413: HEALTH SERVICES MANAGEMENT 1

END OF BLOCK/SECOND SEMESTER EXAMINATIONS

MAY 2021

LECTURER: MRS V K CHIKANYA

DURATION: 7 HOURS

INSTRUCTIONS

ANSWER ANY ONE QUESTION

PLEASE STICK TO THE STANDARD HOUSE STYLE i.e.

- TIMES NEW ROMAN
 - FONT SIZE 12
 - DOUBLE SPACING
 - SEND YOUR DOCUMENT AS MICROSOFT WORD
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**THE MARK ALLOCATION FOR EACH QUESTION IS INDICATED AT THE
END OF THE QUESTION**

**CREDIT WILL BE GIVEN FOR LOGICAL, SYSTEMATIC AND NEAT
PRESENTATION**

Question 1

- a) Power is an element of authority, citing examples describe how a Nurse Manager/Administrator as a nurse leader applies any five (5) forms of power to ensure effective organisation of the nursing care services in her/his ward/department/unit.
(20 Marks)

- b) One of the responsibilities of a Health Services Manager is to motivate subordinates to function effectively and efficiently in an organisation. Explain how a Nurse Manager/Administrator would motivate staff working in her/his department/ward/unit using Mc Gregor X and Y Theories.
(80 Marks)

Question 2

- a) Citing examples, explain how a Nurse Manager/Administrator applies the four (4) principles of organisation to ensure provision of quality nursing care in a hospital or ward that she/he is in charge of.
(100 Marks)

Question 3

- a) Citing examples, outline any five principles of delegation that a Nurse Manager/Administrator may apply in the ward/unit under her/his supervision
(40 Marks)

- b) Citing examples, explain any four (4) methods that a Nurse Manager/Administrator applies when evaluating the quality of nursing care delivered to patients/clients in her department/ward/unit.
(60 Marks)

END OF PAPER