



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

DEPARTMENT OF PUBLIC HEALTH AND NURSING

NSNS 318: HEALTH SERVICES MANAGEMENT II

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2025

LECTURER: Dr. V K CHIKANYA

DURATION: 3 HOURS

INSTRUCTIONS

Answer any **four (4)** questions

**THE MARK ALLOCATION FOR EACH QUESTION IS
INDICATED AT THE END OF THE QUESTION**

Credit will be given for logical, systematic and neat
presentations

Question 1

A nurse manager applies the components of the Planning Hierarchy in the department to ensure efficiency.

- a) Outline the components of the Planning Hierarchy **16 Marks**
- b) Citing examples explain how the Mission Statement guides efficient planning in the department. **9 Marks**

Question 2

Time is an important resource that Nurse Managers guard jealously.

- a) What is a time waster? **1 Marks**
- b) Outline time wasters that are commonly encountered in nursing. **12 Marks**
- c) Describe strategies to prevent wasting time **12 Marks**

Question 3

Health Reforms ensure provision of efficiency and effectiveness within the health services.

- a) Outline the five (5) components of the Health Reforms. **10 Marks**
- b) Citing examples, briefly explain how a Nurse Manager would exercise delegation in the execution of activities in the department. **15 Marks**

Question 4

One of the responsibilities of a Health Services Manager is to motivate subordinates to function effectively and efficiently in an organisation.

- a) Outline the five (5) levels of Maslow Hierarchy of Needs. **10 Marks**
- b) Describe how a Nurse Manager would apply Maslow's hierarchy theory of needs to motivate staff by addressing. **15 Marks**

Question 5

It is the responsibility of the Nurse Manager to ensure that the organisational goals are achieved and that new recruits feel to be part of an organisation as soon as possible and are productive as soon as possible.

- a) Outline the areas covered on induction of new recruits. **15 Marks**
- b) Citing examples, state how a Nurse Manager would orient new recruits in the department. **10 Marks**

END OF PAPER