



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES
DEPARTMENT OF PUBLIC HEALTH AND NURSING
NSNS 413: INTRODUCTION TO HEALTH SERVICES MANAGEMENT 1
END OF SECOND SEMESTER EXAMINATIONS
APRIL/MAY 2026
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 PRESENTATION

Question 1

Explain how nurse managers apply the components of the Management/Planning Hierarchy in their work area. **25 Marks**

Question 2

a) What is coordination? **1 Mark**

b) Explain how a nurse manager applies the following principles of coordination:

- | | |
|----------------------|----------------|
| i) Unity of command | 8 Marks |
| ii) Scalar chain | 8 Marks |
| iii) Span of control | 8 Marks |

Question 3

Identify time wasters experienced in a working environment and explain how they can be managed. **25 Marks**

Question 4

a) What is leadership? **1 Mark**

b) Describe an autocratic leadership style and its implications in nursing management. **24 Marks**

Question 5

Discuss the principles of decentralisation and their application in the management of a hospital. **25 Marks**

END OF PAPER