



“Investing in Africa’s Future”

COLLEGE OF HEALTH, AGRICULTURE AND NATURAL SCIENCES

NSNS 318: HEALTH SERVICES MANAGEMENT 11

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2021

LECTURER: MRS V K CHIKANYA

DURATION: 5 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

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

Organising is one of the components of the management process. Citing examples, outline how a nurse manager applies the four (4) principles of organising that guide the provision of

health services in a hospital, ward or department that she is in charge of.

100

Marks

Question 2

- a) There are three (3) possible barriers to delegation, citing examples, explain how a nurse manager/administrator may overcome each one of them.

**15
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 apply Maslow Hierarchy of Needs Theory in motivating staff.

85 Marks

Question 3

Citing examples, explain any five methods that a nurse manager applies when evaluating nursing care services offered in a ward /unit or a hospital setting.

100 Marks

END OF PAPER