

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS**

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN NURSING**

**NURU 396: LEADERSHIP AND MANAGEMENT IN NURSING II**

**STREAMS: BSC NURSING (UPGRADING)**

**TIME: 2 HOURS**

**DAY/DATE: THURSDAY 30/09/2021**

**11.30 A.M – 1.30 P.M.**

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**INSTRUCTIONS:**

- Do not write anything on the question paper.
- Mobile phones and any other reference materials are **NOT** allowed in the examination room.
- The paper has three (3) Sections. **ALL** the questions are compulsory
- Your answers for Section A (MCQs) should be on the first page of the answer Booklet.
- Number **ALL** your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet.

**SECTION A: MULTIPLE CHOICE QUESTIONS (15 Marks)**

1. Activities carried out during the refreezing phase of change management include:
  - a) Development of a policy to support the change
  - b) Benchmarking to determine the need for change
  - c) Provision of necessary resources
  - d) Individual and group counseling to support the process
  
2. In response to a given change, late majority:
  - a) Actively oppose the change
  - b) Dislike change and are openly antagonistic
  - c) Initially oppose the change but eventually buy-in
  - d) Love change and gladly accept it

3. A characteristic of situational change include:
  - a) It is collaborative in nature
  - b) Occurs due to an unforeseen circumstance
  - c) It is intentional and deliberate
  - d) Requires the use of a change agent
  
4. Partial inventory is carried out mainly to:
  - a) Separate usable and non usable stock
  - b) Balance the bin card
  - c) Determine the maximum stock levels
  - d) Determine the balance in stock.
  
5. An ordering strategy where the nurse orders drugs for a patient as per the patient's prescription can be described as :
  - a) Lot- for- lot
  - b) Fixed order
  - c) Min-max system
  - d) Order 'n' periods
  
6. One of the Logistician's right is to ensure "right goods". This implies that the supplies should be:
  - a) Ordered based on the services provided
  - b) Readily available as required
  - c) Dependent on the number of clients to be attended to
  - d) In the right condition and state
  
7. The first step in conflict management is to:
  - a) Identify the source of conflict
  - b) Determine the existence of a conflict
  - c) Find a private room and engage the parties involved
  - d) State the purpose of the conflict management meeting
  
8. Transition time includes time spent:
  - a) In a meeting or conference
  - b) While preparing a daily work-plan
  - c) As a result of office interruption
  - d) While waiting to be attended to
  
9. General orientation includes:

- a) Information on education facilities available
  - b) A tour of the working unit
  - c) Specific methods of practice
  - d) Information on the communication channels
10. A performance rating error where the rater generalizes one of the employee's traits and extends it to all other aspects under review is called:
- a) Halo
  - b) Stereotyping
  - c) Similarity
  - d) Proximity
11. A job description should include the knowledge and skills that are required to perform the job. This is referred to as a job:
- a) Specification
  - b) Design
  - c) Evaluation
  - d) Expectation
12. The amount of initial cost paid by the client before an insurance pays any benefit is called a:
- a) Co-payment
  - b) Premium
  - c) Deductible
  - d) Cost-sharing
13. An advantage of use of capitation in purchasing health care service is that it:
- a) Limits the use of health service
  - b) Improves the quality of care provided
  - c) Reduces the cost of health care service
  - d) Decreases the need for health care service
14. All of the following are diseases covered under the Sustainable Development Goals(SDGs) EXCEPT:
- a) Tuberculosis
  - b) Meningitis
  - c) Hepatitis B
  - d) Diabetes Mellitus
15. Sustainable Development Goals (SDGs) number 3, target one is to reduce global Maternal Mortality Rate(MMR) to:
- a) 70/100,000 live births

- b) 120/100,000 live births
- c) 210/100,000 live births
- d) 300/100,000 live births

**SECTION B: SHORT ANSWER QUESTIONS (35 Marks)**

1. Explain three (3) uses of interview in recruitment and selection of personnel (6 marks)
2. Outline four (4) methods that can be used to carry out staff training and development activities (4 marks)
3. State four (4) differences between team-nursing and primary nursing care modalities. (4 marks)
4. Explain (2) health care financing methods that are used in Kenya stating an advantage and a disadvantage of each (5 marks)
5. Explain the three(3) strategies that can be used to manage a given change in your institution (6 marks)
6. Enumerate five(5) measures you would take to manage time as a resource (5 marks)
7. Outline five(5) that influence the choice of penalties during a disciplinary process (5 marks)

**SECTION C: LONG ANSWER QUESTION (20 Marks)**

1. Conflict in an organization is inevitable. Since it cannot be eliminated it requires to be managed to ensure it does not hinder the organization from achieving its goals.
    - a) Explain five (5) causes of interpersonal conflicts in an organization giving appropriate examples (10 marks)
    - b) Discuss four(4) conflict management strategies that a nurse manager can utilize in an organization (10 marks)
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