

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

THIRD YEAREXAMINATIONS FOR THE BACHELOR OF SCIENCE (NURSING)

NURU 397: LEADERSHIP AND MANAGEMENT IN NURSING II

STREAMS: BSC NURSING (Y3T2)

TIME:2 HOURS

DAY/DATE: THURDAY 06/12/2018

2.30 P.M – 4.30 P.M

INSTRUCTIONS TO CANDIDATES

- 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. In which phase of the planned change process is felt need for change created:
 - a) Moving
 - b) Refreezing
 - c) Assessment
 - d) Unfreezing
2. Internal factors that may necessitate need for change include:
 - a) Market trends
 - b) Staffing pattern change
 - c) Technological development
 - d) Government laws and Regulations
3. Concerning planned change:
 - a) Does not necessarily require a change agent
 - b) Occurs in response to an untoward occurrence in the organization
 - c) Uses scientific knowledge and empirical data
 - d) Usually incremental in nature
4. Which of the following nursing care modality allows for the use of less qualified personnel in the delivery of nursing services:
 - a) Team
 - b) Case
 - c) Primary

- d) Functional
- 5. Among the features that set team nursing apart from the other nursing case modalities is:
 - a) Development of nursing care plans
 - b) Assignment of tasks based on staff knowledge and skills
 - c) Setting goals and priorities for patient care
 - d) Nursing care conferences
- 6. Major goal of human resource management is to ensure that:
 - a) Employees are comfortable
 - b) Employees perform at their highest potential
 - c) Staff are attracted and retained in the organization
 - d) Industrial unrests are reduced.
- 7. Performance appraisal error where the manager tends to overrate the staff performance is called:
 - a) Leniency
 - b) Recency
 - c) Generosity
 - d) Halo
- 8. The most vital resource in an organization is:
 - a) Materials
 - b) Money
 - c) Manpower
 - d) Minutes
- 9. Concerning physical inventory:
 - a) Each item is counted by hand
 - b) Conducted at the end of the year only
 - c) Involves counting of finished goods only
 - d) May be done by inspecting the records
- 10. In supplies management, Transaction records include:
 - a) Tally sheets
 - b) Bin cards
 - c) Issue voucher
 - d) Stock ledger
- 11. Which of the following conflict management strategy may result in a win lose outcome:
 - a) Collaboration
 - b) Accommodation
 - c) Compromise
 - d) Avoidance
- 12. Causes of intrapersonal conflict includes:
 - a) Task interdependence
 - b) Competition for resources
 - c) Role confusion
 - d) Values and beliefs
- 13. The sustainable development goal that relates to health is goal number
 - a) 1
 - b) 3
 - c) 5

d) 10

For question 14 and 15 indicate if the statements are **TRUE(T)** or **False(F)**

14. Concerning health care financing:

- a)Government taxation is the most efficient health care financing modality
- b)Capitation in most cases reduces the cost of health care while improving the quality

15. Concerning decision making and problem solving:

- a)Delphi techniques can be used in individual decision making
- b)Innovative decision making involves risk taking

SECTION B: SHORT ANSWER QUESTIONS (35 Marks)

- 1. Explain three (3) components of a job description [6 marks]
- 2. Briefly explain giving examples three (3) order quantity strategies that you can use in a hospital set up. [6 marks]
- 3. State five (5) advantages of primary nursing over functional nursing [5 marks]
- 4. Explain any two (2) pillars of the Kenya vision 2030 [4 marks]
- 5. State five (5) principles you would bear in mind while mediating a conflict between two nursing staff in your ward. [5 marks]
- 6. Outline five(5) advantages of using National Hospital Insurance Fund(NHIF) for financing health care over other methods [5 marks]
- 7. Outline four (4) reforms that have taken place in the health sector in the last decade indicating one impact of each [4 marks]

SECTION C: LONG ANSWER QUESTIONS (20 Marks)

- 1. Recently, the county government is trying to implement some changes within your health facility where you the nursing services manager. One of the proposed change is a shift from the current morning evening type of duties for nurses to split duties. You are tasked as a change to implement this change.

a) Discuss giving appropriate example two (2) strategies that you can use to implement this change. [8 marks]

b) Considering that resistance is an expectation when you try to effect change, discuss with appropriate examples four(4) strategies that you will use to minimize resistance to this change. [12 marks]
