

HNDS

CHUKA



UNIVERSITY

## UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF HUMAN NUTRITION  
AND DIETETICS

HNDS 241: PRINCIPLES OF DIETETICS MANAGEMENT

STREAMS: B.Sc (HUMAN NUTRITION AND DIETETICS) Y2S1      TIME: 2 HOURS

DAY/DATE: MONDAY 22/03/2021

2.30 P.M. – 4.30 P.M

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### INSTRUCTIONS:

- Answer **ALL** questions
- Do not write anything on the question paper
- This is a **closed book exam**, no reference materials are allowed in the examination room
- **No** use of mobile phones or any other unauthorized materials
- Write your answers legibly and use your time wisely

### SECTION A: MULTIPLE CHOICE QUESTIONS [ONE MARK EACH] [10 MARKS]

1. Which management function involves setting goals and objectives and creating specific plans for completing them?
  - A. Planning
  - B. Organizing
  - C. Controlling
  - D. Leading
2. Brian is the Medical Unit Nutrition In charge. He is not satisfied with the way things are going in his unit. The patients satisfaction rate is 60% for two consecutive months and staff morale is at its lowest. He decides to plan and initiate changes that will push for a turnaround in the unit's condition. Which of the following

## HNDS

- actions is a priority for Alex?
- A. Develop a strategic action on how to deal with these concerns.
  - B. Call for a staff meeting and take this up in the agenda.
  - C. Seek help from her manager.
  - D. Ignore the issues since these will be resolved naturally.
3. For a manager, which should take priority- the job task or the employees performing the job?
- A. The job task always takes priority over employees.
  - B. Employees always take priority over the job task.
  - C. Neither a manager should balance interest in the job task with the needs of the employees performing the job.
  - D. Neither administration of the business takes priority over the job task and the employees.
4. The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?
- A. Technical
  - B. Administrative
  - C. Interpersonal
  - D. Organizational
5. What one of the following is not a key management skill in planning?
- A. Conceptual skills
  - B. Communication skills
  - C. IT and computing skills
  - D. Analytical skills
6. Which of the following styles best fits a situation when the followers are self-directed, experts and are matured individuals?
- A. Democratic
  - B. Authoritarian
  - C. Bureaucratic
  - D. Laissez faire
7. Mrs. Waihenya, who is the country nutrition and dietetics manager of a given non-governmental organization demonstrates passion for serving her staff rather than being served. She takes time to listen, prefers to be a teacher first before being a leader, which is characteristic of
- A. Transformational leader
  - B. Transactional leader
  - C. Servant leader

- D. Charismatic leader
8. Which type of issues are first level managers routinely influenced by?
- A. Long-range issues
  - B. Short-range issues
  - C. Strategic issues
  - D. Shareholder issues
9. Referent power is based on the subordinate's perception that the leader has a right to exercise influence because of the leader's?
- A. Expertise and knowledge
  - B. Ability to punish or reward
  - C. Personal charisma
  - D. Role or position within the organization
10. According to Maslow's hierarchy theory, to motivate an employee, there are five basic needs that are meant to be fulfilled step by step. Choose the correct order of needs from following;
- A. Security, Physiological, Social, Esteem recognition, Self-actualization
  - B. Esteem recognition, Self-actualization, Physiological, Social, Security
  - C. Physiological, Security, Social, esteem recognition, Self-actualization
  - D. Physiological, Social, Security, Self-actualization, Esteem recognition

**SECTION B: SHORT ESSAY QUESTIONS**

**[30 MARKS]**

1. Explain the following terms as used in dietetics management  
[4 marks]
- i. Leadership
  - ii. Professional misconduct
2. Explain four (4) benefits of good management in health service organizations  
[4 marks]
3. Explain two (2) ways in which managers can motivate teams in organizations.  
[4 marks]
4. Stress among employees can hamper the achievement of organization objectives. Outline four (4) strategies of coping with stress  
[4 marks]
5. State two (2) advantages and two (2) disadvantages of Laissez Faire

leadership style  
[4 marks]

6. Explain four (4) types of dieticians in dietetics service delivery [4 marks]
7. Explain the importance of management in the field of nutrition and dietetics [4 marks]
8. Elucidate two (2) consequences of unsatisfied employees needs in a given work place [2 marks]

**SECTION C: LONG ESSAY QUESTIONS**

**[30 MARKS]**

1. Decision making process is a continuous and indispensable component of management. Describe the steps to an effective decision making process [10 marks]
  2. You have been employed as a nutrition manager of nutrition programs in Tharaka Nithi County. Describe five (5) models of conflict resolution that you can adopt to solve any conflict among your employees [10 marks]
  3. Discuss the nutrition care process as used in nutrition and dietetics service delivery [10 marks]
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