

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF MASTER OF SCIENCE (NURSING)

NULM 812; LEADERSHIP AND MANAGEMENT IN NURSING

STREAMS:

TIME: 3 HOURS

DAY/DATE: WEDNESDAY 4/12/2019

11.30 A.M – 2.30 P.M

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 four (4) question. All the questions are compulsory

Number all your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet

QUESTION ONE

Communication is an important dimension of directing in an organization not only for Passing information but also for stimulating action. The communication process consists of elements of which each has certain characteristics which influence the extent to which the component will contribute or retract to the effectiveness of communication.

- (a) Discuss three (3) models of communication. [6 marks]
- (b) Describe the basic elements of communication according to Shannon and weaver model of communication. [14 marks]

QUESTION TWO

There has been assertion that the quality of health care services being provided especially in public hospitals is poor. Due to this patient have sought alternative care in private hospital where even though the care is expensive, it is assumed is of better quality.

- (a) Describe the four (4) steps involved in quality control. [12 marks]

- (b) Giving appropriate an examples, discuss four (4) obstacles that is hindering the delivery of quality care in public health facilities. [8 marks]

QUESTION THREE

One major role of human resource management is the disciplining of staff. This may be due to failure to meet the laid down standards of performance as set out in the individual performance targets. However, taking this action can result in conflict within the organization.

- (a) Explain five (5) principles of disciplinary action. [10 marks]
(b) Giving appropriate examples, discuss five (5) other causes of conflict in an organization. [10 marks]

QUESTION FOUR

Management labor relations is an important component of human resource management. This is more so especially in the health sector where poor relations may result in frequent disruption of services.

- (a) Explain five (5) reasons why it is important for nurses to be members of labour union. [10 marks]
(b) Discuss five (5) objectives of management labour relations. [10 marks]

QUESTION FIVE

Delegation of duties is one way through which managers can motivate their staff as well as prepare them to undertake more challenging tasks in future. However, a number of managers fail to delegate their responsibilities to junior staff.

- (a) Explain four (4) principles a manager needs to adhere to when delegating tasks. [8 marks]
(b) Describe the delegation process. [12 marks]
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