

NATIONAL UNIVERSITY OF LESOTHO
FACULTY OF HEALTH SCIENCE
DEPARTMENT OF NURSING

NRS 4304: Health Service Management

JANUARY 2024

MARKS: 100

TIME: 3 HRS

INSTRUCTIONS

1. Read questions carefully
2. The paper has 3 sections
3. Section 1 –Multiple choice questions (30)
4. Section 2- True or False (10)
5. Section 3- Essay/Short answer questions (60 marks)
6. Answer ALL questions
7. Number your questions carefully

Question 1: Multiple Choice Questions

1.1 The advantage of written communication is that:

- a. Speeds up communication
- b. Directs the message where it is intended
- c. Develops better employee relationship
- d. Allows more careful consideration

1.2 Which of the following is NOT a form of non-verbal communication?

- a. Facial expression
- b. Gestures
- c. Posters
- d. Eye contact

1.3 Identify the disadvantages of oral communication

- a. Immediate feedback is possible
- b. Listener's reaction is observed
- c. Speaking to friends becomes easy
- d. A considerable amount of time and money is spent

1.4 Which of the following is a communication skill?

- a. Talking clearly
- b. Chewing gum
- c. Looking board
- d. Mannerism

1.5 Communication helps establish and _____ the goals of an organization

- a. Distinguish
- b. Disperse
- c. Disseminate
- d. Distract

1.6 ----- refers to the list of points that need to be discussed at a meeting.

- a. Minutes
- b. Notice
- c. Agenda
- d. Circular

1.7 In oral communication, what matters most is :

- a. What you say
- b. Where you say it
- c. When you say it
- d. How you say it

1.8 Monitoring organizational progress towards goal attainment is called

- a. Planning
- b. Organizing
- c. Leading
- d. Controlling

1.9 In order to communicate, motivate and delegate a manager must have

- a. Political skills
- b. Conceptual skills
- c. Interpersonal skills
- d. Technical skills

1.10 Which of the following is known as the process of getting activities completed efficiently and effectively?

- a. Leading
- b. Management
- c. Supervision
- d. Controlling

1.11 The assignment of a new or additional task/responsibilities to a subordinate is called

- a. Coordination
- b. Organizing
- c. Controlling
- d. Staffing

1.12 Determining how best to group activities and places is defined as

- a. Organizing
- b. Leading
- c. Planning
- d. Controlling

1.13 Each subordinate should report to one and only one superior is called

- a. Authority
- b. Order
- c. Unity of command
- d. Span of control

1.14 ----- skills depend on the manager's ability to think in abstract

- a. Technical
- b. Interpersonal
- c. Conceptual
- d. Decision-making

1.15 Employees receive orientation on the pattern of reporting relationships throughout the organization, which of the following refers to it

- a. Span of control
- b. Hierarchy
- c. Unity of command
- d. Prerequisite authority

1.16 Manager X plans of assigning competent people to fill the roles designed in the hierarchy , which process refers to this?

- a. Staffing
- b. Scheduling
- c. Induction
- d. Recruitment

1.17 Professor T. is a new Lecturer and seen interacting with junior staff. What type of organizational structure is this?

- a. Chart
- b. Formal
- c. Informal
- d. Socialization

1.18 Nurse X wants to influence the customary way of thinking and behaving that is shared by the members of the department which of the following terms refer to this?

- a. Organizational chart
- b. Organizational structure
- c. Organizational culture
- d. Informal organization

1.19 Which of the following statement is a goal?

- a. Increase the pass rate in HURS 411
- b. Advocate for patients' needs
- c. Eliminate the incidence of delays in administering drugs
- d. Establish patient's rapport

1.20 A new employee is receiving orientation and is informed on channels of communication, span of control and lines of communication. Which of the following provided the above information?

- a. Mission
- b. Vision
- c. Organizational structure
- d. Job description

1.21 Which face of employment process includes getting on the payroll and completing documentary requirement?

- a. Orientation
- b. Induction
- c. Selection
- d. Recruitment

1.22 Manager X is responsible to the number of personnel reporting to her. The principle referred to is :

- a. Prerequisite authority
- b. Span of control
- c. Unity of command
- d. Continuing responsibility

1.23 Which of the following styles of leadership best fit a situation when the followers are self-directed?

- a. Democratic
- b. Authoritative
- c. Laissez faire
- d. Persuasive

1.24 The statement "Facility X aims to provide patient-centered care in a totally healing environment", refers to which of the following

- a. Vision
- b. Goal
- c. Philosophy
- d. Mission

1.25 Nurse Tisetso reports directly to manager Pitso. How is this likely to be depicted in the organizational structure?

- a. Box
- b. Solid line
- c. Broken line
- d. Dotted line

1.26 The Human Resource Policy recommend the orientation period

- a. 90 days
- b. 30 days
- c. 60 days
- d. 120 day

1.27 Which of the following documents is normally NOT found in each employee file?

- a. ID Proof
- b. Permanent Account Number
- c. Disciplinary proceedings
- d. Copy of Employment Agreement

1.28 Which of the following do not apply in the assessment of adequacy and relevance of information during disciplinary process?

- a. Test adequacy
- b. Test Urgency and type of problem
- c. Test for relevance
- d. Test accuracy

1.29 In decision- making process, the amount of information sought is determined by all of the following EXCEPT

- a. The urgency and type of a problem
- b. The availability of information
- c. The ability or skills of decision-maker
- d. The accuracy of information

1.30 Which of the following applies to Psychological contract theory of absenteeism?

- a. lack of recognition identification with the company's goals and values
- b. Unfulfilled promises or lack of recognition
- c. Low pay,
- d. lack of job security,

30 marks

Section 2: State whether the following questions are TRUE or FALSE. Write the number and the appropriate response ONLY e.g. 126: T

- 2.1 Management affects employee morale but not a company's financial performance.
- 2.2 Unexpected but legitimate absences occur when an employee is absent from work due to unforeseen circumstances.
- 2.3 Effectiveness refers to the relationship between inputs and outputs.
- 2.4 Managers who are effective at meeting organizational goals always act efficiently.
- 2.5 Unauthorized and illegitimate absences are those where employees miss work without a valid reason or without notifying their employer.
- 2.6 The regulatory bodies are solely responsible for the development of health policies
- 2.7 Planning identifies actions that would lead to desired goals quickly and economically
- 2.8 Leading is the process of getting work done through and with people
- 2.9 Through Accreditation or acknowledgement, the regulatory bodies regulate qualification, licensure, and registration requirements
- 2.10 Statutory bodies also known as regulatory or governing bodies, play a crucial role in shaping health and health care systems by protecting the rights of the health professionals.

(10 marks)

Section 3-Essay Question/short Answer Question (60 Marks)

Question 3.1

3.1. 1 indicate and Explain five (5) impact of economy on health and health care system
20 marks

3.1.2 State and explain Five (5) political factors affecting health and health care system 20 marks
(40 marks)

Question 3.2

3.2.1 Describe any five components on how to plan and run effective meetings (20 marks)

Grant total 100 marks