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 **REGINA PACIS INSTITUTE OF HEALTH SCIENCES**

**MAIN EXAMINATION**

**MAY – JULY 2018 TRIMESTER**

 **FACULTY OF SCIENCES**

**DEPARTMENT OF NURSING**

**REGULAR PROGRAMME**

**NUR / UNUR 406: NURSING LEADERSHIP AND MANAGEMENT II**

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| **Date: JULY 2018 Duration: 3 Hours** |
| **INSTRUCTIONS: Answer ALL Questions**  |

**PART 1: MULTIPLE CHOICE QUESTIONS 20 MARKS**

Q1. The common uses of performance appraisal include:

1. Strategic plan, reorganization.
2. Salary determination, staff development.
3. Staff discipline, decision making.
4. Problem solving, staff recruitment.

Q2. The process of change has been characterized as having which order of stages:

1. Refreezing, unfreezing, changing.
2. Refreezing, changing, freezing.
3. Freezing, changing, unfreezing.
4. Unfreezing, changing, refreezing.

Q3. The nurse administrator’s responsibilities in staffing include:

1. Control over all nursing staff, working closely with the administration, involved in recruitment of new staff.
2. Recruitment of new staff, dismissing those who do not conform, purchasing equipments.
3. Increasing salaries for the staff, disciplining staff, organizing for workshops.
4. Initiating for collaborations with other institutions, dismissing staff, recruiting staff

Q4. An operational budget accounts for :

1. Application of new technology.
2. Income and expenses associated with organizational activities.
3. Construction and renovation.
4. The purchase of minor and major equipment

Q5. An organizational chart is a :

1. Way of specifying the responsibilities of each supervisory position.
2. Comprehensive written decisions which have been made concerning the organization.
3. Pattern of showing how parts are put together to accomplish a particular purpose.
4. Way of enabling the managers to understand their positions.

Q6. The systematic procedure that is done to the relative worth or value of jobs is called:

1. Job evaluation.
2. Job analysis.
3. Job standard measurement.
4. Performance evaluation.

Q7. Performance management is the process of :

1. Assigning duties to be performed by specific persons.
2. Evaluating a job in terms of abilities required to perform.
3. Analyzing human resource databases for evidence based decisions.
4. Ensuring employees activities and output match organizational goals.

Q8. When managers derive a sense of accomplishment from helping the organization they are:

1. Promoted.
2. Intrinsically motivated.
3. Called achievers.
4. Extrinsically motivated.

Q9. The characteristics of an effective appraisal system include:

1. Structured organization
2. Management of work and workers.
3. Continuous open communication.
4. Annual appraisal.

Q10. The aims of ward round include;

1. Coordinating the activities of the staff, develop the staff.
2. Getting first hand information regularly, discussing patient’s progress.
3. Motivating staff, discussing staff problems.
4. Providing free flow of communication between patients and staff, making nursing diagnosis.

Q11. The following factors would affect job attitudes leading to dissatisfaction:

1. Company policy, supervision, relationship with the boss, work conditions.
2. Responsibility, work itself, relationship with peers, growth.
3. Growth, responsibility, works itself, salary.
4. Work itself, accountability, salary, appraisal method.

Q12. Which of the following types of manager is responsible for making organization-wide decisions:

1. Out sourced manager.
2. First line manager.
3. Middle managers.
4. Top managers.

Q13. Transformational leadership approach is the one that:

1. Affects the culture of workers.
2. Causes change in individuals and social system.
3. The willingness of an individual to perform assigned tasks.
4. Changes the organizational vision.

Q14. The first four main steps of problem solving process include;

1. Identification of the problem, data analysis, developing solutions, data gathering.

b) Data gathering, developing solutions, identifying the problem, data analysis.

c) Identification of the problem, gathering data, analysis of data, developing solutions.

d) Data analysis, defining the problem, data gathering, developing solutions.

Q15. A manager resolving conflict among organizational members is performing the function :

1. Coordinating.
2. Staffing.
3. Leading.
4. Planning.

Q16. When a manager, nurse or physician fails to use the degree of care that any prudent Person would use is termed:

 a)Slander.

 b)Tort.

 c) Crime.

 d)Negligence.

Q17. The first rule in writing a job description is that it must;

1. Relate to the kind of job evaluation.

b) Identify the knowledge and skills.

c) It must describe the job as it is.

d) Include items as people and money.

Q18. Professional growth in nursing can be achieved through;

1. Conferences, continuing education, day to day nursing practice.
2. In service education, participation in nursing committees, promotion.
3. Continuation of formal training, recognition system, team orientation.
4. Reading library literature, management training, daily tasks allocation.

**For question Q. 19 & Q. 20 indicate whether the statements are true or false.**

Q19. i) Planning and controlling are the primary functions of management.

ii) Quality Assurance and standard setting are issues of top level managers.

Q20 .i) If there is no need for time off work and an employee needed first aid, does it need to be recorded?

ii) The schedules for work and time off should meet organizational goals with fairness and equity among personnel.

**PART 11:SHORT ANSWER QUESTIONS 40MARKS**

Q1. State four (4) benefits of adopting a strategic role to Human Resource management **(4marks)**

Q2. Describe the staffing process  **(8marks)**

Q3. Explain four (4) types of supervisory skills a manager needs to have **(8 marks)**

Q4. State five (5) purposes of performance appraisal  **(5 marks)**

Q5. State five (5) styles of dealing with conflict  **(5 marks)**

Q6. State six (6) ways of lowering resistance to change in an organization  **(6 marks)**

Q7. State four (4) skills of a good leader  **(4 marks)**

**PART III: LONG ANWER QUESTIONS 40MARKS**

Q1. Value of care is function of both quality and cost.

1. Explain six (6) benefits of Quality Improvement **(6 marks)**
2. Explain four(4)approaches for quality assurance programme  **(4 marks)**
3. Describe five (5) processes that can be audited to assess quality in your hospital  **(10 marks)**

Q2. You are in charge of a hospital and informed of a plane crash and several people are injured.

1. Describe how you would organize the department in order to manage the above disaster until it is called off  **(17 marks)**
2. List three (3) manmade and three (3) natural types of disaster**. (3 marks)**

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