

CHUKA



UNIVERSITY

FIRST YEAR**EXAMINATIONS FOR THE****MASTER OF SCIENCE (NURSING)****NULM 812: LEADERSHIP AND MANAGEMENT IN NURSING****STREAMS: MSc Nursing (Y1T3)****TIME: 3 HOURS****DAY/DATE: MONDAY 03/12/2018****2.30 PM – 4.30 PM****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) questions. 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

Quality of nursing care is important in nursing profession not only because of legal reasons but to ensure that patients get value for their money. However, this remains a challenge for many health organizations. In an attempt to address the situation, performance contracting and appraisal has been introduced.

- a) Discuss three (3) factors that influence the quality of care in a health care institution
[6 marks]
- b) Describe four (4) reasons why performance appraisal is important in an organization
[8 marks]
- c) Discuss three (3) measures you would put in place to reduce conflict during performance appraisal.
[6 marks]

QUESTION TWO

With the devolution of health services, one of the complaints coming out clearly is that of low staff morale. This has greatly affected the performance of the staff. As a Nursing

Services manager, discuss with appropriate example how you would utilize the Herzberg's two factor theory to remedy the situation [20 marks]

QUESTION 3

Leadership occur whenever one person attempts to influence the behaviour of others regardless of the reason. One key ingredient of leadership is power.

- a) Giving examples, explain four (4) types of power [8 marks]
- b) Discuss three (3) leadership styles indicating their characteristic features and their application in nursing [12 marks]

QUESTION FOUR

Decision making requires the manager to respond to opportunities and threats by analysing options, making determinations about specific organizational goals and courses of action.

- a) Discuss with examples two (2) types of decisions that you may be required to make as a nursing services manager [8 marks]
 - b) Discus six (6) obstacles to effective decision making in an organization [12 marks]
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