

CHUKA



UNIVERSITY

**SECOND YEAR EXAMINATIONS FOR THE AWARD OF DEGREE OF  
MASTER OF SCIENCE (NURSING)**

**NULM 841: HEALTH SYSTEMS AND SERVICE MANAGEMENT**

**STREAMS: MSC NURSING (Y2T1)**

**TIME: 3 HOURS**

**DAY/DATE: TUESDAY 30/03/2021**

**2.30 P.M – 5.30 P.M**

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**INSTRUCTIONS TO CANDIDATES**

- **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**

The efficiency and effectiveness of an organization is the overall goal of management actions in an organization.

- a) Distinguish between efficiency and effectiveness as applied in management [ 5 marks]
- b) Using examples, explain five(5) roles of a manager as stipulated by Henry Mintzberg(1990) [ 15 mark]

**QUESTION TWO**

- a) Explain five(5) features of bureaucratic management [ 10 marks]
- b) Describe the systems theory as applied to management [10 marks]

**QUESTION THREE**

Ravasi & Schultz (2006) define organizational culture as a set of shared assumptions that guide what happens in organizations by defining appropriate behavior for various situations. Based on its unique social environment, each organization has its own culture.

- a) Explain five (5) characteristics of organizational culture [ 10 marks]

b) Discuss four(4) types of organizational culture

[ 10 marks]

#### **QUESTION FOUR**

Financial planning requires that the manager identifies objectives, policies and procedures. A budget is one of the main tools of financial management. Discuss four(4) budgeting methods giving an advantage and a disadvantage of each [ 20 marks ]

#### **QUESTION FIVE**

To ensure quality nursing care, the nursing services management is required to set and continuously review quality standards. These quality standards are then utilized to assess the quality of care.

- a) State five (5) characteristics of a good quality control measure [ 5 marks]
  - b) Discuss five (5) methods that you can use to determine the quality of nursing care being offered in your facility [ 15 marks ]
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