

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN NURSING

NURU 396: LEADERSHIP AND MANAGEMENT IN NURSING II

STREAMS: BSC NURSING(UPGRADING)

TIME: 2 HOURS

DAY/DATE: MONDAY 4/12/2017

11.30 A.M – 1.30 P.M

INSTRUCTIONS:

- **Do not write on the question paper.**
- **Mobile phones and any other reference materials are not allowed in the examination room**
- **The paper has three sections. Answer all questions are compulsory.**
- **All your answers for section A (MCQs) should be on the first page of the answer booklet.**
- **Number all your answers and indicate the order of appearance in the space provided in the cover page of the examination answer booklet.**

SECTION A: MULTIPLE CHOICE QUESTIONS (15MARKS)

1. The most appropriate method for handling conflict in an organization is:
 - (a) Smoothing
 - (b) Accommodation
 - (c) Negotiation
 - (d) Avoidance

2. Concerning conflict:
 - (a) Usually results in reduced productivity in the organization
 - (b) Helps people recognize legitimate differences
 - (c) Occurs only in poorly managed organizations
 - (d) Normally manifests itself through visible signs.
3. Internal factors that influence change include:
 - (a) Market trends
 - (b) Social values and forces
 - (c) Technological development
 - (d) Shifts in philosophy
4. Phases of planned change include:
 - (a) Unfreezing, moving, refreezing
 - (b) Unfreezing, refreezing, moving
 - (c) Refreezing, moving, unfreezing
 - (d) Moving, refreezing, unfreezing
5. Which of the following is true concerning a job description:
 - (a) Does not always have a job title
 - (b) It is a result of recruitment
 - (c) Developed by experts in a given area.
 - (d) Forms the basis for placement
6. Concerning the disciplinary process:
 - (a) All cases should be handled similarly
 - (b) Extenuating factors need not be considered
 - (c) Penalties depends on the offence
 - (d) Serial offenders are handled more favorably

7. Internal staff development activities include all of the following EXCEPT:
 - (a) On job training
 - (b) Preceptorship
 - (c) College courses
 - (d) Orientation
8. A nurse is allocated a given number patients for which he is responsible during a given shift. This refers to which nursing care modality:
 - (a) Case nursing
 - (b) Team nursing
 - (c) Task allocation
 - (d) Primary nursing
9. Examples of non pharmaceuticals include:
 - (a) Gloves ,stethoscopes
 - (b) Dental chair, drug
 - (c) IV fluids, drugs
 - (d) Catheters, syringes
10. Transaction records include:
 - (a) Bib card
 - (b) Tally sheet
 - (c) Requisition voucher
 - (d) Stock ledger
11. Which of the following correctly denotes capitation:
 - (a) Each test or treatment is paid for individually
 - (b) A certain amount of the initial cost is paid by the recipient of care
 - (c) Practitioners are paid a fixed amount to provided care for a specific group of people

- (d) Part of the cost which is fixed is paid by the recipient of care
12. The most commonly used method for financing health care in Kenya is:
- (a) Out of pocket payments
 - (b) National Hospital Insurance Fund
 - (c) Government taxation
 - (d) Private medical insurance
13. The most critical step in quality management is:
- (a) Assess the actual performance
 - (b) Implement interventions
 - (c) Performing gap analysis
 - (d) Set performance standards
14. Pillars of Kenya vision 2030 include:
- (a) Political, cultural
 - (b) Economic, cultural
 - (c) Political, economic
 - (d) Social, developmental
15. Leniency performance appraisal error can be described as the:
- (a) Tendency to overrate staff performance
 - (b) Tendency to rate staff based on recent events only
 - (c) Failure to differentiate various performance directions
 - (d) Failure to consider recent events in the appraisal

SECTION B: SHORT ANSWER QUESTIONS (35 MARKS)

1. State the five (5) phases of project management. [5marks]
2. Meeting have been identified as one of the time waters. Explain briefly how you would use meetings effectively to manage time. [5marks]

3. State five (5) precautions you would observe as you store your supplies in the department to avoid damage and/or wastage. [5marks]
4. As the nursing services manager you have been tasked with coming up with the best nursing care modality for use in your hospital. Outline five (5) factors that will put into consideration as you make your decision. [5marks]
5. Outline five (5) possible causes of conflict in an organization. [5marks]
6. State the two (2) types of recruitment giving one advantage of each. [4marks]
7. Explain any three (3) uses of computers in nursing. [6marks]

SECTION C: LONG ANSWER QUESTIONS (20MARKS)

1. Planned change is an inevitable occurrence if an organization is to survive. As a nurse manager you are tasked with the role of managing change.
 - a. Differentiate between planned and reactive change. [2marks]
 - b. With appropriate examples discuss three(3) areas that you would target for change in your institution. [9marks]
 - c. Giving appropriate examples discuss three (3) reasons why your staff would resist change. [9marks]
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