UNIVERSITY OF SWAZILAND
FACULTY OF HEALTH SCIENCES
FINAL EXAMINATION
MAY 2016

COURSE NAME: HEALTH SERVICES MANAGEMENT IV
COURSE CODE: NUR 404

TIME ALLOWED: 2 HOURS

TOTAL MARKS: 75

INSTRUCTIONS: 1. PLEASE READ INSTRUCTIONS CAREFULLY
2. PLEASE ANSWER ALL QUESTIONS
3. MARK ALLOCATION: 1 MARK / CORRECT PHRASE/SENTENCE/FACT FOR DISCUSSION QUESTIONS

THIS PAPER SHOULD NOT BE OPENED UNTIL THE INVIGILATOR HAS GRANTED PERMISSION
QUESTION 1

MULTIPLE CHOICE QUESTIONS: CHOOSE ONE RESPONSE THAT BEST ANSWERS THE QUESTION. (1 mark / correct response)

1.1. .................................. refers to the ability to combine ideas in a unique way or to make unusual associations between ideas.
A. Improvement
B. Imagination
C. Creativity
D. Interpretive thinking

1.2 Which of the following best defines the process of locating and encouraging potential employees to apply for jobs?
A. Human Resource Planning
B. Selection
C. Recruitment
D. Job Analysis

1.3 Which of the following is the area from which applicants can be recruited?
A. Job agencies
B. Labour markets
C. Employment lines
D. Labour unions

1.4 Which is the process of choosing individuals who have relevant qualifications to fill existing or projected job openings?
A. Screening process
B. Selection process
C. Interview process
D. Pre-screening process

1.5 Which best represents an interview with a set of standardized questions (based on job requirements) and an established set of answers against which applicant responses can be rated?
A. Panel interview
B. Behavioural interview
C. Situational interview
D. Structured interview
1.6 Which interview method is most reliable?
A. Structured
B. Unstructured
C. Non-directive
D. Telephone

1.7 The process of eliminating unsuitable candidates is called
A. Selection
B. Recruitment
C. Interview
D. Induction

1.8 An employee becomes disabled due to disease, illness, or an accident. In such a case management may give him the option of retirement. This is an example of;
A. Forced retirement
B. Prenature retirement
C. Compulsory retirement
D. Voluntary retirement

1.9 An employee terminated due to alcoholism, dishonesty or inefficiency is called as
A. Discharge
B. Dismissal
C. Suspend
D. Layoff

1.10 Responding to employees and involving them in decision making referred to as
A. Quality of work life
B. Autonomy
C. Empowerment
D. Pre action

1.11 In which of the following ways do organizations benefit through training and development?
A. It leads to profitability
B. It improves relationship between employer and employee
C. It improves job knowledge and skills at all levels of the organization
D. All of the above
1.12 Successful career planning and development requires action from:
A. The organization, the employee's immediate manager and the employee himself
B. The employee's immediate manager
C. A variety of sources both internal and external to the organization
D. The employee with some guidance from his or her immediate manager

1.13 A frequently used method for determining training needs involves
A. Observation analyses conducted by training experts
B. Group discussion with employee groups
C. Individual skill assessment by supervisors
D. All of the above

1.14 An experienced employee offering guidance and support to a junior employee so that the later learns and advances in the organization is called
A. Mentoring
B. Counseling
C. Coaching
D. Job instruction training

1.15 Which one is not the specific goal of Human resource management?
A. Attracting applicants
B. Separating employees
C. Retaining employee
D. Motivating employee

1.16 Stress can be managed in the following ways,
   i) Exercise
   ii) Relaxation
   iii) Time management
   iv) Support groups
A. i
B. i, ii, iii, iv
C. iii
D. ii, iv
1.17 Good leadership skills are characterised by the following EXCEPT:
A. Influence and motivation
B. Creativity and critical thinking
C. Considering organisational needs first and adhering to formal authority
D. Building moral and harmonious relationships

1.18 Which of the following is NOT one of the 'big five' personality.
A. Agreeableness
B. Conscientiousness
C. Negative emotionality
D. Closeness

1.19 The following are categories of work-related stress
i) Task demands
ii) Physical demands
iii) Role demands
iv) Psychological demands.
A. i, ii
B. i, iii
C. ii, iii, iv
D. i, ii, iii, iv

1.20 The following are preparation for an interview EXCEPT;
A. Shortlisting of candidates;
B. Identification of interviewers;
C. Preparation of a venue;
D. Allow for at least 60 minutes per interview.
1.21 Measurements of absenteeism include:
   i) Single day absence
   ii) Frequency of absence
   iii) Paid and unpaid absence
   iv) Number of days present
A. ii, iii
B. i, iii
C. ii, iv
D. i, ii, iii, iv

1.22 1. In which of the following types of interviews are the questions are predetermined?
A. Panel
B. Stress
C. Group
D. Structural

1.23 Demand for human resources and management is created by
A. Expansion of industry
B. Shortage of labour
C. Abundance of capital
D. None of these

1.24 Human resource management function does not involve
A. Recruitment
B. Selection
C. Cost control
D. Training

1.25 Which of the following is not a method of off the job training?
A. Sensitivity
B. Seminar
C. Under study
D. Conferences

(TOTAL 25 Marks)
QUESTION 2

2.1 Describe the factors influencing recruitment. (16)

2.3 Describe five forms of power (15)

(TOTAL 25 Marks)

QUESTION 3

3.1 Describe the control process. (15)

3.2 Discuss the attributes of a creative individual (10)

(TOTAL 25 Marks)

TOTAL = 75 MARKS