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**JOMO KENYATTA UNIVERSITY OF AGRICULTURE AND TECHNOLOGY**

**UNIVERSITY EXAMINATIONS 2019/2020**

**END OF TRIMESTER EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE IN NURSING**

**INS 2304: LEADERSHIP AND MANAGEMENT**

**DATE: APRIL, 2020 TIME: 3 HOURS**

**INSTRUCTIONS: ANSWER ALL QUESTIONS**

**SECTION ONE: MULTIPLE CHOICE QUESTIONS (10 MARKS)**

1. Job descriptions

a. Focus on job holder and specify the minimum acceptable qualification that a job holder should process.

b. Describe the highest attainable performance on a particular job.

c. Is a systematic analysis of job content, summarizing the tasks associated with a particular job to include job title, responsibilities and reporting relationship.

d. Refer to administration of work rules and schedules.

2. The following are characteristics of quality management EXCEPT

a. Continuous improvement

b. Motivation

c. Customer focus

d. Total organization involvement

3. Outcomes of performance appraisal include all EXCEPT

a. Providing feedback to employees, Compensation and Reward

b. Career planning, providing feedback to employers.

c. Counseling, couching, Basis for employee discharge

d. Policy formulation, basis for employee retention

4. The theorist credited for Bcarocratic Theory of management is

a. Fredrick Taylor

b. Duglass manager

c. Mat weber

d. harry Fayol

5. The following are the components of health care financing

a. Revenue collection, pooling of resources, donor support

b. Purchasing of interventions, taxation, pooling of resources

c. Budgetary allocation, Revenue collection, purchasing of interventions

d. Revenue collection, pooling of resources, purchasing of interventions

6. The following are human resource management functions EXCEPT

a. Human Resource Planning, Job and work design, staffing

b. Change management, staffing, performance management

c. Performance management, keeping of employees records

d. Protection and Representation, Organizational financing

7. Ethical legal issues affecting health information systems include:-

a. Safety and security of information

b. Electronic medical records

c. Data sharing

d. Easy access to information

8. Hertzberg two factor theory of motivation states:-

a. Motivation factors or the most significant factors to motivation.

b. Motivation factors are dissatisfies

c. Highland factors are higher order factors

d. A balance between motivation hygiene factors lead to motivated workforce.

9. Employee separation can occur in the following ways:-

a. Death, retirement, termination, Retrenchment

b. Transfer, promotion, termination, Death

c. Resignation, demotion, retirement, transfer

d. Redesignation, termination, transfer, retirement

**SECTION B: SHORT ANSWER QUESTION (50 MARKS)**

1. Outline five common appraisal errors. (5 marks)

2. Explain four factors that a nurse managers may consider when developing work schedules. (6 marks)

3. Differentiate between leadership and management. (5 marks)

4. Explain your conflict resolution approaches a manger may apply. (8 marks)

5. Explain the steps of the disciplinary process. (8 marks)

6. Explain your principles of health care financing. (8 marks)

7. Explain two techniques two tools used in nursing supervision. (8 marks)

**SECTION C: LONG ANSWER QUESTION (40 MARKS)**

1. Facility X where you work as a nurse manger has won a grant to enable them transition from paper to Electronic record keeping. Your nurses are however resistant to this change.

a. State five advantages of electronic medical record over paper records. (5 marks)

b. State three reasons why employees resist change. (3 marks)

c. Explain how you would manage the resistance to change among your nurses for ensure smooth adaption of the change. (12 marks)

2. Provision of quality of care is for a larger extent dependant of the human resource.

a. Explain five practical approaches to motivate nursing in a hospital setup to ensure they remain committed to quality care provision. (10 marks)

b. Explain the nursing Audit process. (10 marks)