**HEALTH SYSTEMS MANAGEMENT REVISION QUESTIONS**

**MULTIPLE CHOICE QUESTIONS**

1. Qualities of good entrepreneurs include;
2. Conformists, risk takers, critical thinkers
3. Critical thinkers, tolerant, conformists
4. Conformists, tolerant, risk takers
5. Critical thinkers, risk takers, tolerant
6. Which of the following is an advantage of Functional Nursing care modality?
7. There is specialization
8. It can be monotonous hence boredom
9. Client may become impersonal
10. There is little avenue for development
11. One of the following is a type of nursing audit:
12. Performance appraisal
13. Job analysis
14. Job description
15. Operational audit
16. Factors to remember while purchasing commodities include the following \_\_\_\_\_\_\_\_\_\_\_\_\_?
    1. Quantity & payment discounts
    2. Locality of the supplier
    3. Gender of supplier
    4. Primary contract

1. One of the following describes inventory control.
   1. It is the full range of activities related to purchasing goods, services and works
   2. It is the process required to supply equipment , material , service and other resources needed to carry out a project
   3. It is concerned with planning, organizing and controlling the flow of materials from their initial purchase through internal operations to the service point through distribution.
   4. It means stocking adequate number and kind of stores, so that the materials are available whenever required and wherever required.
2. Which of the following is the correct sequence of the procurement process?
   1. Planning, Documentation, Product evaluation, Awarded and Administration, Inspection and Delivery
   2. Planning, Awarded and Administration, Documentation, Product evaluation, Inspection and Delivery
   3. Planning, Documentation, Awarded and Administration, Inspection and Delivery, Product evaluation
   4. Planning, Documentation, Product evaluation, Awarded and , Inspection and Delivery, Administration
3. Tactical plans in an organisation
   1. Focus on single daily action
   2. Are concerned on how to implement operational plans
   3. Are of intermediate time frame
   4. Are mainly developed from the major organisation goals
4. Feedback to subordinate from nurse managers;
   1. Should be given in private always
   2. Should be done daily
   3. Should be both objective and subjective
   4. Should have negative comments last.
5. The nursing modality in which a nurse is allocated a patient each shift to provide total nursing care is referred to as;
   1. Case nursing
   2. Primary nursing
   3. Team nursing
   4. Functional nursing
6. The following theorist emphasised on the use of rules, regulations and policies to govern employees.
7. Frederic Taylor
8. Max Weber
9. Henri Fayol
10. Douglas McGregor
11. Indicate whether the following statements are **true or false**.
12. Job applications can be done via mobile phone text messages.
13. An average C.V should be at least 5 pages.
14. Principles of customer care that you can utilize include;
15. Understanding what you do, ensuring you are compensated for what you do
16. Finishing your tasks, being happy with your job
17. Understanding your customer needs, Ensuring division of labour
18. Being hospitable, proper time management
19. Ascribed status includes being;
20. A politician
21. An eldery
22. A businessman
23. A nurse
24. The following are elements of an advocacy objective
25. Policy actor, the advocates, timeline
26. Policy action, the advocates, budget
27. Policy actor, policy action, timeline
28. Resources, advocacy issue, networks
29. Positive non verbal communication includes the following\_\_\_\_\_\_\_\_\_\_?
    1. Personal appearance
    2. Dancing
    3. Laughing
    4. Frowning
30. Issues for consideration for advocacy include \_\_\_\_\_\_\_\_\_\_\_\_?
    1. Gender based violence
    2. Community diagnosis
    3. Adult education
    4. Political seats
31. One of the following is an example of an activity involved in monitoring and evaluation.
    1. Registers
    2. Outreach
    3. Blood Pressure machine
    4. Meeting venue
32. One of the following is a purpose of monitoring and evaluation?
    1. Management
    2. Orientation
    3. Deployment
    4. Employment
33. Categories of local resources include \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
    1. Human Resources, Organizational Resources, Infrastructural Resources, Geographical Resources
    2. Human Resources, Organizational Resources, Biological Resources, Infrastructural Resources,
    3. Human Resources, Organizational Resources, Biological Resources, Financial Resources
    4. Human Resources, Organizational Resources, Infrastructural Resources, Financial Resources
34. Importance of resource mobilization is to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
    1. Diversify and expand resources
    2. Compromise financial sustainability
    3. Promote dependency
    4. Increase competition
35. Strategies of time management include:-
    1. Goal setting, Time analysis, prolonged meetings, Delegation, Controlling of interruptions
    2. Goal setting, Time analysis, Priority setting, Delegation, Controlling of interruptions
    3. Goal setting, prolonged meetings, Priority setting, Delegation, Controlling of interruptions
    4. Goal setting, Time analysis, Priority setting, prolonged meetings, Controlling of interruptions
36. The following categories of patients are automatically exempted:
    1. Prisoners, National Youth Service personnel, street children and children above five years of age.
    2. Prisoners, National Youth Service personnel, foreigners and children under five years of age
    3. Prisoners, National Youth Service personnel, street children and children under five years of age
    4. Prisoners, National Youth Service personnel, street children and foreigners

**For question 23 and 24 Indicate whether the statements are** **TRUE** **or** **FALSE**

1. **Indicate whether the following statements are TRUE or FALSE** 
   1. Qualitative data is used to conduct statistical analysis.
   2. Quantitative data is used in narrative or in-depth information.
2. **Indicate whether the following statements are TRUE or FALSE** 
   1. All healthcare providers, whether in the public or private sector, shall have the duty to provide emergency medical treatment.
   2. Healthcare providers have the right to apply for and accept a salaried post in the public service or the private sector
3. In advocacy, a constituency refers to;
4. The people in positions of authority
5. The champions who lead the advocacy process
6. The persons affected by the advocacy issue
7. The networks formed to advocate for change
8. A manager who is involved in the process of grouping the necessary responsibilities and activities into workable units engages in a role of:
9. Job designing
10. Staffing
11. Scheduling
12. Organizing
13. The skills of an effective manager are;
14. Conceptual, human, technical
15. Human, communication, technical
16. Technical, political, social
17. Conceptual, social, communication
18. Positive nonverbal communication includes the following\_\_\_\_\_\_\_\_\_\_?
    1. Personal appearance
    2. Dancing
    3. Laughing
    4. Frowning

**For question 29 & 30 match the items in column A with the correct response in column** **B**

COLUMN A COLUMN B

1. A). Exposure to heat or cold and noise i.Psychosocial hazard

B). Infective and parasitic agents ii. Mechanical hazards

1. A). Isolation at work place iii. Physical hazard

B). Exposure to powered or manual machines/plants iv. Biological hazard

1. Which of the following is the correct sequence of the steps involved in employee disciplinary procedure?
2. Verbal warning, warning letter, termination, suspension
3. Warning letter, verbal warning, suspension, termination
4. Verbal warning, warning letter, suspension, termination
5. Warning letter, suspension, verbal warning, termination
6. The assumption in theory X of Douglas McGregor’s is \_\_\_\_\_\_\_\_\_\_\_\_\_
   1. An average human being who has an inherent dislike for work and will avoid it if possible.
   2. Employees are seen, as liking work naturally
   3. Human beings do not have to be controlled or coerced as long as commitment to the organization is present.
   4. Under proper conditions, people will not only accept but also seek responsibility
7. Henry Fayol:-
8. Introduced innovations in how jobs were designed and how workers were trained to perform.
9. Identified specific functions of a manger
10. Developed the bureaucratic model
11. Examined motivation from the perspective of why people choose to follow a particular course of action.
12. Espirit de corps is a principle of management that:
13. Ensures a just working environment for employees
14. Encourages harmony and general good feelings among employees
15. Encourages worker initiative
16. Ensures retention of productive employees
17. A capital budget:-
18. It is prepared by Nursing ward in charges in consultation with staff
19. Usually coincides with the calendar year
20. Includes the accumulated estimates of operating revenues and expenses
21. Outlines the need for major equipment requiring large sums of money.
22. Managerial functions include;
23. Planning, controlling and staffing
24. Planning, negotiating and liaising
25. Organizing, planning, monitoring
26. Resource allocation, negotiating, monitoring
27. Which of the following leadership theory states that leaders are born and not made?
28. Trait
29. Charismatic
30. Great man
31. Situational
32. Recruitment involves ­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_?
    1. Advertising a vacancy, short-listing, controlling , induction
    2. Advertising a vacancy, short-listing, interviewing, induction.
    3. Advertising a vacancy, short-listing, interviewing, controlling
    4. Advertising a vacancy, controlling , interviewing, induction
33. Evaluation errors in performance appraisal include ­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
    1. Formal effect
    2. Informal effect
    3. Halo effect
    4. Double effect
34. Which of the following is a stakeholder in occupational health?
    1. Refugees
    2. Members of the health team
    3. Long distance drivers
    4. Travellers
35. Theory Y in management emphasizes on:
    1. The organizational goals
    2. Motivation
    3. Self esteem
    4. The goals of an individual.
36. Barriers to effective delegation include all the following **EXCEPT**?
    1. Reluctance to delegate
    2. Lack of confidence in subordinates
    3. Inability to plan
    4. Employees values and interests
37. One of the following statements is **not true** regarding an organizational structure?
    1. It shows formal lines of communication
    2. It indicates degree of authority
    3. Contributes to sound organizational structure
    4. Reveals to new employees how they fit into the organization
38. The manager stresses the need for employees to follow orders and instructions and not from anyone else. which of the following principles does he refer to?
39. Scalar chain
40. Discipline
41. Unity of command
42. Order
43. The statement “The Holy spirit Medical center aims to provide patient centred care in a total healing environment” refers to which of the following
44. Vision
45. Goal
46. Philosophy
47. Mission
48. Recruitment involves ­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_?
    1. Advertising a vacancy, short-listing, controlling, induction
    2. Advertising a vacancy, short-listing, interviewing, induction.
    3. Advertising a vacancy, short-listing, interviewing, controlling
    4. Advertising a vacancy, controlling, interviewing, induction
49. One of the following is NOT an advantage of Functional nursing model
    1. It is economical
    2. It is time saving
    3. Easy to organize
    4. Cultivates team spirit
50. The leadership theory states that leaders are born and not made is\_\_\_\_\_\_\_\_\_\_\_?
51. Trait
52. Charismatic
53. Great man
54. Situational
55. The function of a manager that ensures effective and appropriate use of resources is:-
56. Organizing
57. Planning
58. Controlling
59. Implementation
60. Some principles of management include:
    1. Priority setting, Evaluating progress, minimal breaks
    2. Time analysis, goal setting, delegation
    3. Avoiding delegation, time analysis, controlling interruptions
    4. Time analysis, goal setting, minimal breaks
61. The advantages of decentralization in management include:
    1. Increased level of decision making and flexibility
    2. Quick and better decision making
    3. Flexibility of staff and decreased bureaucracy
    4. Reduced cost and avoids duplication of efforts
62. The following statement is true regarding evaluator’s rating errors
    1. Halo Effect- The ratter only recalls or uses recent data
    2. Recency Effect- The ratter assumes that if the person does well in several known areas, he or she will do well in all areas
    3. Sunflower effect-Ratter scores all the employees high because they are a great team
    4. Central tendency effect- Different ratters tend to score leniently or strictly.
63. When preparing staff schedules, the nurse manager should:
    1. Determine hours of minimum and maximum workload before preparing the schedule
    2. Avoid displaying the schedule early to minimize complaints from the staff
    3. Avoid reviewing the schedule as the week progresses
    4. Never consider the patient care needs
64. Evaluation errors in performance appraisal include ­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_?
    1. Formal effect
    2. Informal effect
    3. Halo effect
    4. Double effect
65. Disasters of geographical origin includes; -
66. Tsunamis, hurricanes, volcanic eruptions
67. Fire, earthquakes, acid rain
68. Cyclones, floods, desertification
69. Volcanic eruptions, explosions, fire
70. Principles of time management include:-
71. Goal setting, priority setting, controlling interruptions
72. Goal setting, setting priorities, organization.
73. Organization, time analysis, goal setting
74. Setting priorities, organization, controlling interruptions
75. Main managerial functions include;
76. Planning, controlling, organizing and staffing
77. Planning, liaising organizing and staffing
78. Organizing, planning, monitoring, staffing
79. Planning, controlling, negotiating, monitoring
80. The main difference between a manager and a leader is that, a leader\_\_\_\_;
81. Works with and through people to achieve organizational goals.
82. Works effectively and efficiently
83. Has formal authority and responsibility
84. Is able to influence people.
85. The following principle of management explains systematic retention of power at higher levels of an organisation
86. Decentralisation
87. Centralisation
88. Coercive authority
89. Unity of command
90. One of the following is a type of nursing audit:
91. Performance appraisal
92. Job analysis
93. Job description
94. Operational audit
95. Lose-lose strategy of conflict management;
96. Leads to a greater conflict
97. The conflicting parties come up with something neutral
98. One party achieves its desire at the expense of the other
99. The reason for conflict is addressed

**SHORT ANSWER QUESTIONS**

1. Define the following terms (3marks)
   1. Hazard
   2. Risk
   3. Work areas
2. Differentiate between monitoring and evaluation (6marks)
3. Define the following terms as used in monitoring and evaluation
   1. Inputs
   2. Outputs
   3. Indicators
   4. Outcome (4marks)
4. State four (4) phases of disaster management (4marks)
5. State five (5) characteristics of a project (5marks)
6. State five (5) aims for improving quality in health-care (5marks)
7. State four (4) phases of emergency management (4marks)
8. Explain three (3) steps of change management according to Kurt Lewin

(6marks)

1. State three (3) rights of the patient as stated in the Health Act of 2017

(3marks)

1. State five (5) characteristics of a project (5marks)
2. Outline five (5) types of reports (5marks)
3. State three (3) factors influencing management and administration of health resources. (3marks
4. State three (3) opportunities available for nurses in entrepreneurship.(3mks)
5. Explain five (5) causes of conflict in an organisation. (5mks)
6. Explain any five (5) strategies used in advocacy (5mks)
7. Outline the steps of the disciplinary process. (7mks)
8. Outline the three (3) steps of overcoming resistance to change in an organisation. (3mks)
9. List four (4) characteristics of entrepreneurs. (2mks)
10. List the first six (6) steps in the advocacy process (3mks)
11. Explain five (5) principles of management (5mks)
12. Outline three (3) types of plans (3marks)
13. Using relevant examples, briefly explain the SWOT analysis (8marks)
14. Explain three (3) main classifications of theories of management (6marks)
15. Describe four (4) Nursing care delivery modalities. (4mks)
16. State three (3) styles of leadership (3mks)
17. Define the following terms (3 marks)
18. Responsibility
19. Authority
20. Accountability
21. Explain five (5) Techniques that can be used in conflict resolution (5 marks)
22. Outline any three (3) steps of initiating change in an organization (3 marks)
23. State any four(4) factors that determine the effectiveness of staff orientation (4 marks)
24. Explain three (3) barriers to effective delegation (3 marks)

**LONG ANSWER QUESTIONS**

* + - 1. You have been posted at Kakuzi health centre as a health centre in-charge you encounter a staff that comes on duty while under the influence of alcohol.
         1. The two (2) purposes of employee discipline (2marks)
         2. State three (3) tenets of discipline (3marks)
         3. Discuss how you are going to handle this staff. (12marks)
         4. List six (6) common reasons why employees are disciplined (3marks)
      2. Material management is an important management tool which will be very useful in getting the right quality & right quantity of supplies at right time.
         1. List four (4) objectives of material management. (4marks)
         2. State four (4) basic needs of Material management. (4marks)
         3. Discuss the principles of material management based on managerial functions.

(10marks)

* + - 1. Principles of management assist managers at to carry out their roles efficiently.
  1. Identify name of the theorist who first identified the principles of management and the title of his theory. (2mk)
  2. Besides the theory named in ‘a’ above, outline two other theories of management. (2mks)
  3. State seven (7) management principles. (7mks)
  4. Describe the managerial roles. (9mks)
     + 1. Performance appraisal should be done for every employee.

1. State five (5) benefits of Performance appraisal. (5mks)
2. List two performance appraisal techniques. (1mks)
3. Describe seven (7) rating errors that can occur during performance appraisal.

(14mks)

* + - 1. As the Nursing Officer in charge of Kakuzi District Hospital, you are actively involved in staffing and disciplining the nursing staff.

1. Define Staffing (2mks)
2. Other than staffing state four (4) functions of management (4mks)
3. State six (6) factors that affect staffing (6mks)
4. Describe the four (4) steps involved in the staffing process (8mks)
   * + 1. As a hospital nursing officer in-charge of a district hospital you are required to prepare your facility to receive victims of a fire disaster in village x.
   1. Define a disaster (2 marks).
   2. Describe the interventions you will initiate to ensure successful management of the disaster (18 marks).
5. You are the nurse administrator of Hugh general hospital and you want to introduce the use of computers in handling patients’ records.
6. Define planned change. (1mark)
7. As the change agent, explain the stages you will take the staff through until the use of computers is fully integrated into the hospital.

(14marks)

1. List the ten emotional phases the employees will experience during the change process. (5marks)