

Examination No:

Signature .....

UGANDA NURSES AND MIDWIVES EXAMINATIONS BOARD  
YEAR 2: SEMESTER 1: EXAMINATIONS

DIPLOMA IN NURSING (EXTENSION)

Health Service Management and  
Entrepreneurship

Paper Code: DNE 213

February 2022  
3 HOURS

**IMPORTANT**

1. Write your examination number on the question paper and answer sheets
2. Read the questions carefully and answer only what has been asked in the question
3. Answer all the questions
4. The paper has three sections

For Examiner's use only

| Section | Qn.     | Result | Initials |
|---------|---------|--------|----------|
| A       | MCQs    |        |          |
|         | Fill in |        |          |
| B       | 31      |        |          |
|         | 32      |        |          |
| C       | 33      |        |          |
|         | 34      |        |          |
|         | 35      |        |          |
| Total   |         |        |          |

**Section A:** Objective questions.

**Section B:** Short essay questions.

**Section C:** Long essay questions.

Turn over

**SECTION A: Objective Questions**

*Circle the correct answer (20 marks)*

1. Which of the following is concerned with training and discipline of workers?  
(a) Supervision.  
(b) Inspection.  
(c) Motivation.  
(d) Controlling.
2. Which of these statements is the best definition of efficiency?  
(a) The quality of activity results.  
(b) Time spent to accomplish a given task.  
(c) Relevance of the activity performed.  
(d) Appropriate use of resources to accomplish a task.
3. Which of the following is **NOT** true about division of labour?  
(a) It is a law of nature.  
(b) Each nurse can develop special skills.  
(c) Nurse must have expertise in all procedures.  
(d) The purpose is to attain more and better returns.
4. Which of the following can be used by employers to increase productivity?  
(a) Employee motivation.  
(b) Frequent meetings.  
(c) Recruiting technical staff.  
(d) Fire the non-performers.
5. The purpose of doing a feasibility study for a new venture is to  
(a) identify possible sources of funds.  
(b) see if there are possible barriers to success.  
(c) estimate the expected sales.  
(d) explore potential customers.
6. A document which articulates the purpose for which a health care organisation is in business is  
(a) Mission statement.  
(b) Vision statement.  
(c) Strategic plan.  
(d) Corporate philosophy.

7. The role of the Village Health Team is to  
(a) carry out immunisation to children.  
(b) provide relief services to the community.  
(c) act as traditional birth attendant.  
(d) link community to health providers.
8. As an in charge of a health facility, the ultimate benefit of conducting in-service training to staff is to  
(a) increase remuneration.  
(b) foster team building.  
(c) ensure highly qualified personnel.  
(d) enhance employee performance.
9. Which of the following is **NOT** a step in the staffing process?  
(a) Job analysis.  
(b) Job description.  
(c) Actual recruitment.  
(d) Employee selection.
10. The main reason for inducting a new staff is to  
(a) set limits at work.  
(b) prevent crossing boundaries.  
(c) promote team spirit.  
(d) learn organization culture.
11. Which of the following measures would be highly effective in staff retention?  
(a) Increment in salary.  
(b) Travel incentives.  
(c) Staff mentoring.  
(d) Becoming a future manager.
12. Which of the following is the best way of ensuring implementation of resolutions of the meeting?  
(a) Re-emphasising important tasks.  
(b) Displaying important tasks on notice boards.  
(c) Setting dates for the next meeting to review results.  
(d) Assigning of tasks to individual members.
13. Which of the following best explains the term motivation?  
(a) Opportunity for personal growth.  
(b) Inner drive to achieve goals.  
(c) Ability to challenge things.  
(d) Drive to satisfactory performance.

14. The role of auditing in health care system is to  
(a) provide means of applying control process.  
(b) meet set standards in the organisation.  
(c) perform specific nursing interventions.  
(d) provide quality services to clients.
15. Which of the following is key to successful evaluation of the nursing care?  
(a) Critical performance of care.  
(b) Adequate documentation of care.  
(c) Optimising of patients care.  
(d) Effective decision making.
16. The major objective for customer care services which an in charge of a health facility should ensure is to  
(a) increase number of patients.  
(b) maximise customer satisfaction.  
(c) improve financial resources.  
(d) improve patient's care.
17. Which of the following is the most important role of an entrepreneur?  
(a) Facilitate and coordinate business operations.  
(b) Coordinate and negotiate with stakeholders.  
(c) Analyse threats of the business environment.  
(d) Recruit hardworking staff in the organisation.
18. Which of the following terms best describes motivated entrepreneurs?  
(a) Pull.  
(b) Push.  
(c) Cooperate.  
(d) Pull and push.
19. Which of the following activities must be carried out before starting a business?  
(a) Writing a business plan.  
(b) Feasibility study.  
(c) Writing a marketing plan.  
(d) SWOT analysis.
20. Which of the following attributes of an entrepreneur hinders creativity?  
(a) Constructive discontent.  
(b) Fear of failure.  
(c) Creative destruction.  
(d) Competition.

**Fill in the blank spaces (10 marks)**

21. The statement which reflects the future incomes and expenditure is termed as .....
22. The process of establishing professional links to assist health workers share knowledge and support each other for growth is termed as .....
23. The process of choosing the most suitable candidate for a job among the many applicants is called .....
24. An official approval given to an institution for having achieved standards to operate is termed as .....
25. The first step in the problem solving process is .....
26. An obligation to accomplish a specific task is termed as .....
27. The successful exploitation and implementation of new ideas is known as .....
28. A market structure where one firm controls the entire distribution of a commodity is known as .....
29. A business platform that focuses on facilitating exchange between buyers and sellers is referred to as .....
30. Anything that can be offered to the market for acquisition or consumption is called .....

**Answer Sections B and C in the answer booklets provided**

**SECTION B: Short Essay Questions (10 Marks)**

31. State ten (10) causes of conflict in an organisation. (5 marks)
32. Outline five (5) sources of external funds in an organization. (5 marks)

**SECTION C: Long Essay Questions (60 Marks)**

33. (a) Outline five (5) important strategies for the success of small business. (10 marks)
- (b) Outline five (5) ways of starting up a business. (10 marks)
34. (a) Outline five (5) reasons for preparing budgets. (10 marks)
- (b) As a nurse manager, explain five (5) mechanisms you should use to facilitate staff retention. (10 marks)
35. (a) Explain ten (10) management principles according to Henri Fayol. (10 marks)
- (b) Outline five (5) reasons why managers fear to delegate. (10 marks)

**END**