

أسئلة إدارة خدمات تمرير ترم أول فرقة رابعة

امتحان الإدارة التمريضية



Faculty of Nursing
Nursing administration 4th year exam
Date: 9- 1-2016
Total Marks: 80 Marks

Zagazig University
First term Exam
Time allowed: 3 Hours
pages number: 6


Types of question	MCQ	Short notes	T & F	Differentiate	Situation	Total score
Number of questions	15	10	15	5	3	5 questions
Grades	15	20	15	20	10	80
Marks						
Signature						

Answer all the following questions:


I. Multiple choice questions (15 marks):

Read the following questions carefully and choose only one answer

1. Factors related to patient that affecting staffing pattern include the following Except:
 - a) Length of stay
 - b) Age group
 - c) Patient care objectives
 - d) Patient numbers
2. The decision style that is appropriate for followers with high degrees of readiness is:
 - a) Facilitative
 - b) Authoritative
 - c) Delegative
 - d) Consultative

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3. The objectives of time scheduling include the following **Except:**
- a) Provide adequate staffing
 - b) Ensure patients' care
 - c) Decrease staff morals
 - d) Achieve balance distribution of days off
4. Characteristics of effective assignment include the following **Except:**
- a) Clear
 - b) Simple
 - c) Oral
 - d) Posted in advance
5. The internal factors that affecting decision making include the following **Except:**
- a) Experience
 - b) Knowledge
 - c) Attitude
 - d) Resources
6. When head nurse acts as a focal point for receiving information; this considered:
- a) Distribution role
 - b) Nerve center role
 - c) Negotiator role
 - d) Liaison role
7. Span of control is affected by:
- a) Supervisors' competence
 - b) Organization size
 - c) Organizational culture
 - d) All of the above

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8. The power that residence in the position not in the person is:

- a) Responsibility
- b) Accountability
- c) Authority
- d) None of the above

9. One of disadvantages of the organizational chart is:

- a) Showing the informal organizational relationship
- b) Showing duties and responsibilities
- c) Not helping in the organizational planning
- d) Becoming outdated quickly

10. Strategies for successful planning include:

- a) Gathering data appropriately
- b) Keeping target date realistic
- c) Clear objectives
- d) All of the above

11. Effective planning is characterized by:


- a) False assumption
- b) Based on clearly defined objectives
- c) Inadequate time
- d) Inadequate delegation of authority

12. Methods of recruitment includes:

- a) Advertising
- b) Employees' referral
- c) College recruitment
- d) All of the above

13. Employee indoctrination content includes:

- a) Staff development program
- b) Employee motivation
- c) Employee authority
- d) Organization chart

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14.Characteristics of good vision includes:

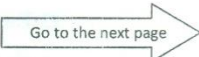
- a) Flow from purpose
- b) Relevance to the community
- c) Visible in employees' believes
- d) Balance

15.In which category the head nurse act as resources allocate:

- a) Interpersonal role
- b) Leadership role
- c) Informational role
- d) Decisional role

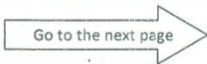
II. Give short answers (20 marks)

1. List (6) principles of personnel assignment?
2. Enumerate (4) responsibilities of the unit manager regarding material resources?
3. State (4) advantages of cyclic and block time scheduling?
4. List (3) skills needed to conduct and maintain equipment?
5. State (5) personal qualifications of the head nurse?
6. Enumerate (4) principles of good plan?
7. List (4) factors to be considered in distributing duties?
8. Identify (3) methods for use of supplementary staff?
9. Determine (4) limitations of interview?
10. Identify (3) importance of organizing?

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III. True and false**(15 marks)****Write (T) in front of true statement and (F) in front of false statement**

No.	Statement	T or F
1.	Staffing pattern is the determination of the number of personnel that must be hired	()
2.	Innovative decisions are made when the problems are unusual and only partially understood.	()
3.	Brainstorming create members to free flow of ideas with fear of criticism	()
4.	Planning provides directions and reduces the impact of change	()
5.	The traditional systems of determining the staffing pattern meet the needs of patients.	()
6.	Orientations activities not specific for the personnel positions	()
7.	In centralized scheduling one nurse in the nursing administration office plan coverage for all nursing units	()
8.	Decision making is a process of determining the appropriate actions to alleviate a problem	()
9.	One of the disadvantages of the functional method of assignment is that it requires highly skilled personnel	()
10.	Demand forecasting is the first process of managing material	()
11.	The formal organization structure could distribute information more broadly and rapidly than the informal one	()
12.	Providing feedback on the results of decisions is unnecessary to improve the decision making	()
13.	Staff relation is depicted by dots in the organizational chart	()
14.	Summative evaluation done to provide data allowing changes in the course while it is being taught	()
15.	A large number of personnel can participate in taking decision through use of decision tree	()



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IV. Differentiate between the following (20 marks):

1. Nominal group and Delphi techniques (4 degree)
2. Rules and procedures (4 degree)
3. Team and modular methods of assignments (4 degree)
4. Fixed and movable equipment (4 degree)
5. Intrinsic and extrinsic sources of recruitment (4 degree)

V. Situation (10 marks)

- 1) You are a head nurse of surgery unit in a big hospital and notice that the organizational structure focused on both product and function.

In the light of this statement answer the following questions:

- a) What the type of organizational structure that used in your organization? (2 degree)
- b) Enumerate the advantages and disadvantages of this structure? (4 degree)
- c) As a head nurse how could you apply planning in your department? (4 degree)

Good Luck

