

## امتحان إدارة خدمات تمرير ترم ثانى رابعة



Faculty of Nursing  
Nursing administration 4<sup>th</sup> year exam  
Date: 28- 5-2016  
Total Marks: 80 Marks

Zagazig University  
Second term Exam  
Time allowed: 3 Hours  
Pages number: 7

Types of question	MCQ	T & F	Cross match	Short notes	Differentiate	Situation	Total score
Number of questions	20	15	5	7	5	3	6 questions
Grades	20	15	5	12	20	8	80

**Answer all the following questions:**

**I. Multiple choice questions (20 marks):**

Read the following questions carefully then choose only one answer

**1. Types of controlling include the following Except:**

- a) Pre control
- b) Concurrent control
- c) Retrospective control
- d) Feedback control

**2. The time management skill that depends on individual biological peaks and lows is:**

- a) Being flexible
- b) Setting deadlines
- c) Prioritizing tasks
- d) Going with one's flow

**3. Good criteria should:**

- a) Include more than one action
- b) State the desired behavior
- c) Be achievable
- d) Use irrelevant material

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- 4. Qualities of effective team include:**
- a) Formality
  - b) Member disability to listen respectfully to each other
  - c) Handle disagreements in a civilized manner
  - d) All of the above
- 5. A predetermined percentage of rates that are placed in various number of performance categories is:**
- a) Graphic rating scale
  - b) Forced distribution method
  - c) Forced choice method
  - d) Critical incident method
- 6. Characteristics of autocratic leadership style include:**
- a) Directed others with commands
  - b) Constructive criticism
  - c) Emphasis on group
  - d) All of the above
- 7. The performance appraisal method that incorporate both the employee and organization assessment is:**
- a) Behaviorally anchored rating scale
  - b) Peer review
  - c) Self appraisal
  - d) Management by objective
- 8. Goal of management prescribed from:**
- a) Personal interests
  - b) Personal influence
  - c) Passion
  - d) Organization
- 9. Leniency strictness error occurred when the rater:**
- a) Rate all employee as average
  - b) Rate all employees as extreme either excellent or poor
  - c) Overemphasize on negative event
  - d) Overemphasize on positive event

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**10. Forces within the leader that affect on leadership style include:**

- a) Values
- b) Degree of maturity
- c) Size if job
- d) All of the above

**11. The judgmental purposes of performance appraisal includes the following Except:**

- a) Determining salary standard
- b) Terminating employment
- c) Selecting qualified employee for promotion
- d) Determining training needs of nurses

**12. Perseverance is one of effective leader qualities that related to:**

- a) Technical qualities
- b) Teaching abilities
- c) Personal qualities
- d) Intellectual skills

**13. One principle of supervision is:**

- a) Providing suitable working condition
- b) Promoting employee's cooperation
- c) Focusing on improvement more than punishment
- d) Maintaining maximum standard of nursing care

**14. Effective verbal communication should be paced appropriately**

**this means:**

- a) Using the fewest words to send a message
- b) Repeating the important points
- c) Using the appropriate speed of message
- d) Speaking slowly and clearly

**15. When the head nurse provides guidance and inspiration to her staff, she is practicing:**

- a) Controlling
- b) Directing
- c) Supervising
- d) Motivating



**16. Employment record includes:**

- a) Insurance
- b) Registration number
- c) Date of promotion
- d) All of the above

**17. To keep organized during conference you should:**

- a) Prepare work plan based on your memory
- b) Provide help to experienced workers only
- c) Give incomplete patient report to nursing staff
- d) Provide all necessary supplies and equipment

**18. Nurses' notes begin when the patient is:**

- a) Transferred from the unit
- b) Admitted to the unit
- c) Discharged from the unit
- d) None of the above

**19. Records used in nursing unit include:**

- a) Patients' record
- b) Personal record
- c) Employment record
- d) Attendance record

**20. Purposes for team building include:**

- a) Enhancing problem solving
- b) Increasing organization capabilities
- c) Enhancing communication
- d) All of the above

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**II. 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.	Management focus on group process and empowering others	( )
2.	Halo effect occur when the rater lets one or two positive aspects of employee's behavior influence on all other aspects of his performance	( )
3.	Criteria must ignore indicator of standards specific to area and type of patient	( )
4.	Leader is the person who influences the behavior of others through use the force	( )
5.	Validity is the stability of results when used for series of measurements	( )
6.	Control technique provide mangers with information needed to measure staff performance	( )
7.	Leadership is the process of telling employee what to do	( )
8.	The first step of time management is completing the highest priority task	( )
9.	Safety is the feature of health service that enhance patient satisfaction	( )
10.	Informal leadership depends on one's knowledge and personal skills in guiding others	( )
11.	Committees are comprised of varied disciplines contributing to an individual patient's care	( )
12.	Supervision improve worker's performance and quality of nursing care	( )
13.	Participative leadership style enhance creativity among group members	( )
14.	Norming stage of team building is characterized by competition and conflict	( )
15.	Ranking method of performance appraisal compare every subordinate with other subordinates in pairs for all traits	( )

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**III. Matching (5 marks):**

Match the items in column (A) with suitable answer of column (B)


Column (A)	Column (B)
1)Efficiency	A) Is self created and evolve out of the formal organization for a variety of reasons or individual needs
2)Informal group	B) Is controlling production, it depicted series of events essential to complete a project
3)Assignment record	C) Is a quantitative measure that can be used as a guide to monitor and evaluate the quality of important patient care activities
4)Gantt chart	D) Is used for delegation of responsibilities to the health personnel in the unit
5)Clinical indicator	E) Services that provide optimal rather than maximum care to the patient

**IV. Give short answers (12 marks)**

1. List (4) sources of external time wasters?
2. Enumerate (2) importance of controlling technique?
3. State (4) dimensions of quality?
4. Mention (3) barriers of communication?
5. List (3) characteristics of laissez faire leader behavior?
6. Enumerate (4) characteristics of oral report?
7. State (4) aims of directing?

**V. Differentiate between the following (20 marks):**

1. Transformational and transactional leadership styles (4 degree)
2. Group and team (4 degree)
3. Lateral and diagonal communication (4 degree)
4. Checklist and rating scale (4 degree)
5. Close and general supervision (4 degree)

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**VI. Situation**

**(8 marks)**

You are a novice head nurse at surgical unit; today you have a very busy day and experienced a lot of external time wasters, the matter that requires from you to have good interpersonal communication skills to deal with your staff nurses and different interruptions. As well, you need to manage your time

**In the light of this statement answer the following questions:**

- a) Mention the common mistakes in managing your time?  
(2 degree)
- b) As a head nurse how you can deal with interruptions?  
(3 degree)
- c) Mention (6) principles of good communication that you should follow when communicating with others?  
(3 degree)

**Good Luck**



**Finished** 