



**Nursing Service Administration**  
**4<sup>th</sup> year Final Written Exam 2015/2016**

**Date: 15/5/2015**

**Time: 3 hours**

**Total marks (10)**

**1- Read the following carefully and choose only one answer ( 25 Marks)**

**1- May head nurse delegate initial assessment of a patient with chest pain to an experienced staff nurse?**

- a) Yes, if the experienced staff nurse has been working in the nursing home for 10 years.
- b) Yes, if the experienced staff nurse is attending to become head nurse.
- c) No, because the patient is experiencing chest pain and initial assessment of chest pain must be done by a head nurse.
- d) Yes, if the experienced staff nurse has been taking care of the patient longer than any other worker.

**2- When both problems and alternative solutions are somewhat unusual and only partially understood the decision is:**

- a) Innovative decision
- b) Routine decision
- c) Creative decision
- d) Adaptive decision

**3- Intrapersonal conflict occurs when:**

- a) Differences in views
- b) Differences in orientation to work and time
- c) Threat to a person's values
- d) Effort to get more resources

**4- Clear idea of goals is the characteristic of :**

- a) Norming stage.
- b) Performing stage.
- c) Forming stage .
- d) Storming stage .

**5- To motivate employees manager should use the following , except:**

- a) Recognitions
- b) Remove negatives.
- c) Reducing money.
- d) Rewards and performance linkage

**6- Skill program that done inside the organization is**

- A. Managerial program.
- B. Orientation program.
- C. In-service education.

D. Continuing education.

**7- Internal factors affecting decision making are:**

- a) Institutional policy
- b) Knowledge and attitude
- c) Justice and fidelity
- d) Autonomy

**8-- Avoid delegating tasks in which the result is not clear, causing volatility for the patient these is:**

- a) Complexity of the task
- b) Potential for harm
- c) Level of patient interaction
- d) Unpredictability of outcome

**9- Needs of motivation includes the following Except:**

- a) Improves morales .
- b) Improves job deficiencies
- c) Improves a corporate image
- d) Improves employee's relations

**10- Characteristic of effective team includes the following Except:**

- a) Future focused .
- b) High communication.
- c) Participative authority.
- d) Rapid response

**11- The followers of a manager are:-**

- a) Subordinate follower by voluntary basis.
- b) Group of employees follow by job description basis.
- c) Group of employees follow by voluntary basis.
- d) Non of them.

**12- The skills which required for a good supervisor is:**

- a) Problem solving ability
- b) Sound decision maker.
- c) Ability to use knowledge procedure
- d) All of them

**13- Transformational leadership always have:**

- a) Ideas for Problem solving.
- b) Mission to be followed.
- c) Vision of the organization.
- d) Thoughts of renewing.

**14- Pressures of job position, roles conflicts, transfers, promotions, job rotations, change of job is:**

- a) Job demands
- b) Role demands
- c) Task demands
- d) Interpersonal demands

**15— Negative effects of conflict include:**

- a) Decreased productivity
- b) Decision making paralysis
- c) Erosion of trust
- d) All of them

**16- Which activity would be considered as expected behavior during the refreezing phase of planned change?**

- a) Developing policies and procedures
- b) Working to develop trust
- c) Identifying restraining forces
- d) Allowing time for people to assimilate the change

**17- The responsibilities of the first line nurse manager toward staff include all the following except:**

- a) Staff utilization
- b) Staff supervision
- c) Unit care assignments
- d) Staff evaluation

**18- One of informational role of the director is:**

- a) Disturbance handler
- b) Liaison
- c) Negotiator
- d) monitor

**19- One of decisional role of the head nurse is:**

- a) Disturbance handler
- b) Liaison
- c) Monitor
- d) Nerve center

**20- Which responsibilities of change agent in movement stage is?**

- a) Gather data
- b) Decided if change is needed
- c) Develop appropriate strategies
- d) Make others aware of the need for the change

**21- When Organizational environment is free of hazard it indicates:**

- a) There is quality standards commitment
- b) There is organizational commitment
- c) There is departmental commitment
- d) There is patient safety commitment

**22- Organizational benefits of performance appraisal is :**

- a) Chance to discuss problem areas
- b) Present ideas for improvement.
- c) Human resources evaluation.
- d) Clear picture of the employees

**23-when head nurse uses her-self as a standard and gives the highest rating to those who seem to be most like her, this is :**

- a) Horns effect
- b) Leniency error
- c) Halo effect
- d) Non of them

**24- Close supervision can be used when :**

- a) There is skillful personnel.
- b) There is experienced personnel.
- c) There is three months experienced staff.
- d) There is professional nurses.

**25- The autocratic leadership is characterized by the following**

**Except:**

- a) Dominates behavior.
- b) Flexible position.
- c) Absolute power.
- d) Unique knowledge.

Answer															
Ques.No.	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>
Answer															

Answer															
Ques.No.	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>	<u>25</u>					
Answer															

**II- Read the following statements carefully and check which is True (T) & False. (25 Marks)**

1 Normative-re-educative strategy based on the application of power by legitimate authority, economic sanctions	
2- looking for win –win strategy needs the respect of other’s needs.	
3- The collect, measure, record, and report specific intake and output tasks can be delegated.	
4- Increasing patients fall at the unit evidence of good supervision	
5- Human resources planning should be based on job description	
6- Always being very busy is Signs of difficulty in delegating tasks.	
7- Pay, promotion and feedback are example of intrinsic motivator	
8- To help staff being familiar with changes in techniques and methods is one objective of staff development.	
9- After all care has been given , head nurse could do close observation.	
10- In compromise the relationship is important to you than the issue	
11- Two weeks period for orientation is given to new nurses in OR	
12- Patients’ needs and problems are basis for care of assignment	
13- quality improvement teams are example of virtual team	
14- functional conflict works toward the goals of an organization or group	
15-nurses who share in decision making feels more satisfaction	
16- Keep resisters involved in face- to- face contact with supporters for constructive discussion	
17- Formal evaluation can be held every Two weeks.	
18- Write in a dairy for 10 minutes each day consider healthy way to handle stress	
19-brain storming is one technique used when improving quality of performance.	
20-nurse manager uses external motivation to Facilitates initiative and innovation.	
21-Implementation of new ideas refers to the compliance to standards	
22- Let the individual sign the report of his performance appraisal to be documented when need.	
23- Eustress occurs when your level of stress is either too high or low and your body or mind being to respond negatively to the stressors.	
24- Head nurse use supervision , staff development and job description for appraising employees .	
25- Decisional roles of nurse supervisor are determine strategy and plans for the nursing organization	

**IV-Give short Account on : (20Marks)**

**1- list four reasons for resisting change :**

<ul style="list-style-type: none"><li>• Norming stage of team work.</li></ul>	<ul style="list-style-type: none"><li>• performing stage of team work.</li></ul>
---	--

- 1- .....
- 2- .....
- 3- .....
- 4- .....

**2- List Four Principles of effective performance appraisal**

- 1- .....
- 2- .....
- 3- .....
- 4- .....

**3- List Four Purpose of staff development .**

- 1- .....
- 2- .....
- 3- .....
- 4- .....

**4- List Four qualities and characteristics for selecting a head nurse.**

- 1- .....
- 2- .....
- 3- .....
- 4- .....

**5- List four responsibilities of supervisors toward their subordinates.**

- 1- .....
- 2- .....
- 3- .....
- 4- .....

**III-Differentiate between the following: (10 Marks)**

<ul style="list-style-type: none"><li>• Economic uncertainty of stress management</li></ul>	<ul style="list-style-type: none"><li>• political uncertainty of stress management</li></ul>
<ul style="list-style-type: none"><li>• A cross-functional team</li></ul>	<ul style="list-style-type: none"><li>• Virtual team</li></ul>
<ul style="list-style-type: none"><li>• Routine decision making</li></ul>	<ul style="list-style-type: none"><li>• innovative decision making</li></ul>
<ul style="list-style-type: none"><li>• Nurse director regarding to their interpersonal role.</li></ul>	<ul style="list-style-type: none"><li>• Nurse supervisor regarding to their interpersonal role.</li></ul>

Good Luck