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Model Answer of Third Year Examination Principles of Management in Health Service Code (NUR 304)

Date: 12 /1/2020

Time: 2 hours

Total degree: 40 Degrees

I. Multiple choice questions: (13 Marks)

1. The department head is

- a. First line manager
- b. Second line manager
- c. Middle manager**
- d. Top manager

2. Which of the following is not a benefit of planning

- a. Controlling the work
- b. Increase redundancy**
- c. Minimizes waste
- d. Provides direction

3. The direction that required at all levels of organization is

- a. Continuous Activity
- b. Related to human Factor
- c. Executive Function
- d. Pervasive Function**

4. Which of the following is not modes for active recruitment

- a. School placement
- b. Advertisement
- c. Socialization**
- d. Employment agencies

5. The role of control is

- a. Critical link back to plan
 - b. Facilitates goal achievement
 - c. Detecting irregularities**
 - d. Makes delegation easier
6. The chart that shows the high-level management at the left and lower positions at the right is called
- a. Vertical chart
 - b. Circular chart
 - c. Horizontal chart**
 - d. Diagonal chart
7. When the director of human resources give instructions to nurses, it consider
- a. Upward communication
 - b. Downwards communication
 - c. Diagonal communication**
 - d. Horizontal communication
8. When decision makers concern with personal development of others, they apply
- a. Directive style
 - b. Analytical style
 - c. Conceptual style
 - d. Behavioral style**
9. Flexible plans that set out general guidelines without limiting courses of action is called
- a. Directional**
 - b. Standing
 - c. Single-use
 - d. Specific
10. When the head nurse consults the nurses concerning content of a problem before making a decision is
- a. Consultative direction**

- b. Free rein direction
- c. Automatic direction
- d. Oral directions

11. When the head nurse put actions plan for the nurses is considered

- a. Chain of command
- b. Unity of command**
- c. Span of control
- d. Specialization

12. All the following are consideration that applied during staffing Except

- a. Type of the patients
- b. Interpersonal skills**
- c. Staff needs and availability
- d. Budget constraints

13. The interview is important for the following Except

- a. The applicant's dependability
- b. Willingness and ability to work with other
- c. Interest in the job
- d. Contact with schools graduation classes**

II. True or false

(12 Marks)

Read the following statements carefully and circle the letter (T) if the statement is true and the letter (F) if the statement is false.

Statement	T	F
1. Efficiency refers to get the most output from the least amount of input.	<u>T</u>	
2. Planning is the subsidiary function of management		<u>F</u>
3. In oral direction the nurses get opportunity to study the direction carefully.		<u>F</u>
4. Preliminary controls are accomplished after a work activity begins.		<u>F</u>
5. Recruitment is a process that attracting applicants for existing position.	<u>T</u>	
6. The organization structure created by middle managers		<u>F</u>

Statement	T	F
7. The communication process can be completed without feedback.		<u>F</u>
8. Specific plan is clearly defined with little room for interpretation	<u>T</u>	
9. Nonprogrammer decision involves routine problems that arise regularly		<u>F</u>
10. Administration is a determinative function while management is an executive function.	<u>T</u>	
11. The advanced system of staffing based on patients and staff numbers.		<u>F</u>
12. Output standards measures work efforts that go into a performance task.		<u>F</u>

III. Short Answers

(15 Marks)

1) List (2) categories of resources

1. People
2. Financial “Money”
3. Time
4. Work Procedures “ information ,knowledge, and skills
5. Energy
6. Raw Materials
7. Equipment “ Machinery”

2) Mention (2) Principles for making effective plan

1. Unity of plan
2. Continuity of plan
3. Timing of the plan
4. Precision in planning
5. Meaningful objectives" simple – clear - comprehensive
6. Limiting factors
7. Flexibility

8. Cost benefits analysis
9. Support from the top management
10. Equal Participation
11. Proper communication
12. Integration
13. Strict monitoring

3) Mention (2) importance of direction

1 - It makes an action start or begin:-

Every employee is appointed up to planning, staffing and organizing in a organization. But, they cannot start working unless they are given directions like, what to do ?and how to do it?

2-It forms coordination among the employees:-

Many employees work in an organization, it is compulsory to have cooperation and coordination among them. Hence, the Manager supervises them and gives them directions on how to do a particular task and the best manner to perform the task.

3-It helps in motivation:-

Directing motivates the staff to do their tasks rightly with dedication and the feeling of belonging to a family unit.

4-It helps in bringing and coping up with the changes in the organizational structure:-

The employees are able to adapt to changing strategies at work and different tasks due to directing which helps in bringing changes in the organizational structure.

5-It helps in creating balance:-

Directing helps in creating a balance in the organization by motivation, cooperation, coordination, promotion, and salary increments perksetc.

6-Direction initiates actions to get the desired results in an organization

7- Direction attempts to get maximum outcomes of employees:-

Direction attempts to do this by identifying their capabilities.

8- Direction is essential to keep the elements

Like; Supervision, Motivation, leadership and communication effective.

9- It ensures that every employee work for organizational goals.

4) List the (6) steps of staffing process

■ Recruitment

■ Selection

❖ Step 1: Completing application materials.

❖ Step 2: Conducting an interview.

❖ Step 3: Completing any necessary tests.

❖ Step 4: Doing a background investigation.

❖ Step 5: Deciding to hire or not to hire.

❖ Step 6: Socialization.

5) Describe the (2) characteristics of effective control

1. The best controls in organization are:

2. Strategic and results oriented

3. Understandable

4. Cost-effective

5. Accurate

6. Realistic

7. Acceptable to organizational members

8. Encourage self-control

9. Timely and exception oriented

10. Positive in nature

11. Fair and objective

12. Flexible

6) State (2) Elements of organizing

1. Organizational Structure
2. Developing job descriptions
3. Staffing
4. Scheduling

7) List (2) Barriers of effective communication

1- Physical barriers:

Are often due to the nature of the environment:

- 1- If staff are located in different buildings or on different sites.
 - 2- Poor or outdated equipment, particularly the failure of management to introduce new technology.
 - 3- Staff shortages are another factor which frequently causes communication difficulties for an organization.
- 1- Noise, poor lighting or an environment which is too hot or cold can all affect people's morale and concentration, which in turn interfere with effective communication.

2- System design:

Faults refer to problems with the structures or systems in place in an organization:

- 1- An organizational structure which is unclear and therefore makes it confusing to know who to communicate with.
- 2- Inefficient or inappropriate information systems,
- 3- A lack of supervision or training, and a lack of clarity in roles and responsibilities which can lead to staff being uncertain about what is expected of them

3- Attitudinal barriers:

Come about as a result of problems with staff in an organization.

- 1- Poor management, lack of consultation with employees.
- 2- Personality conflicts which can result in people delaying or refusing to communicate.
- 3- Lack of motivation or dissatisfaction at work, brought about by insufficient training to enable them to carry out particular tasks, or just resistance to change due to entrenched attitudes and ideas.

4- Other Common Barriers To Effective Communication Include:

1-Psychological factors:

- Such as people's state of mind. We all tend to feel happier and more receptive to information when the sun shines.
- Equally, if someone has personal problems like worries about their health or marriage, then this will probably affect them .

2-Different languages and cultures:

represent a national barrier which is particularly important for organizations involved in overseas business

3-Individual linguistic ability:

- The use of difficult or inappropriate words in communication can prevent people from understanding the message.

- Poorly explained or misunderstood messages can also result in confusion

4- Physiological barriers may result from individuals' personal discomfort, caused, for example, by ill health, poor eye sight or hearing difficulties.

5- Presentation of information: is also important to aid understanding.

8) List (2) decision making conditions

- Conditions or environments in organization are usually one of the following:

1- Certainty.

2- Risk.

3- Uncertainty.

9) Enumerate (2) Principles of management

1- **Division of work:** Specialization increase output by making employees more efficient.

2- **Authority:** Managers must be able to give orders. Authority gives them this right. Along with authority, goes responsibility.

3- **Discipline:** Employees must obey and respect the rules that govern the organization.

4- **Unity of command:** Every employee should receive order from only one superior.

5- Unity of direction: The organization should have a single plan of action to guide managers and worker.

6- Subordination of individual interests to the general interests:

The interests of any one employee or group of employees should not take precedence over the interest of the organization as a whole.

7- Remuneration: Workers must be paid a fair wage for their services

8- Centralization: This term refers to the degree to which subordinate are involved in decision making

9- Scalar chain: The line of authority from top management to the lowest ranks

10- Order: People and materials should be in the right place at the right time

11-Equity: Managers should be kind and fair to their subordinates

12- Stability of tenure of personnel: Management should provide orderly personnel planning and ensure that replacement is available to fill vacancies.

13- Initiative: Employees who are allowed to originate and carry out plans will exert high levels of effort.

14- Team spirit: Promoting team spirit will build harmony and unity within the organization.

10) Illustrate (2) elements of direction

I- Giving orders:

- The central task in directing is giving orders. The order is the technical means. The manager should be aware when giving orders:-
 - A subordinate understands what is to be done.
 - Order should be clear and concise.
 - Gives sufficient information to ensure understanding.
 - Order should be based on obvious demands of a particular situation.
- The tone of the order is very important.
- The manner in which the manager delivers the order has a great deal with its acceptance by the subordinate.
 - Whenever possible, the reason for the order should be given.

2-Supervision:

Supervision is "Guiding and directing efforts of employees and other resources to accomplish stated work outputs" Or -It is the art of overseeing, watching and directing with authority, the work and behavior of others. Or –It is the activity of the management that is concerned with the training and discipline of the

workforce. It includes follow up to assure the prompt and proper execution of orders.

11) Enumerate the (2) systems of developing time schedule

- 1. Centralized scheduling:** One person in the nursing administration office plans coverage for all nursing units.
- 2. Decentralized scheduling:** Planned at the unit level, usually by the head nurse.

12) State the (4) steps of control process

1. Establish objectives and standards.
2. Measure actual performance.
3. Compare results with objectives and standards.
4. Take necessary action.

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