Model Answer of Final Term Exam of Nursing Administration

Department: Nursing Administration	**Academic Year:** Fourth Year.
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Answer all the following questions:

I- Multiple Choice Questions: (20 Marks)
Choose only one correct answer:

1. **The type of power that based on special skill and charisma is………….**
    a. Positional
    b. Reward
    c. Expert
    d. Personal

2. **Staff nurse should organize the patient data in the phase of ……………**
    a. **Assessment**
    b. Planning
    c. Implementation
    d. Evaluation

3. **One of the following is marketing tools………..**
    a. Advertising
    b. Questionnaire
    c. Interview
    d. Observation

4. **Advantage of autocratic leadership style is………………**

    a. Interact openly and friendly with people.
    b. Use two way communication
    c. Consume less time for decision in emergency situations
    d. Work through people by suggestions not by order

5. **The person's desire to satisfy the concerns of others depends on the extent to which he or she is ………………...**
   a. Dependent.
   b. Assertive.
   c. **Cooperative.**
   d. Negotiator

6. **The Intrinsic motivation for the work is ………………**

   a.   Salary
   b.   **Job nature**
   c.   Working conditions
   d.   Supervision

7. **The fourth stage of conflict process is …………..**
   a. Antecedent
   b. Manifest
   c. Perceived
   d. Aftermath

8. **The work factors affecting motivation is ………………..**

   a. Self-concept
   b. Financial
   c. Organization
   d. Opportunities

9. **The actual change occurs in…………….**

   a. Refreezing stage
   b. Unfreezing stage
   c. Moving stage
   d. Stabilization

10. **Unit Management activities in progressive pattern include…………**
    a. **Clerical responsibilities**
    b. Staff evaluation
    c. Patient satisfaction
    d. Staff support

11. The Power flows in………………………….
   a. Up direction
   b. Down direction
   c. Vertical direction
   d. All directions

12.The ability to control others through the possession of knowledge and experience is………………..

   a. Reward power.
   b. Expert power.
   c. Rational persuasion power
   d. Legitimate power.

13.The head nurse who possesses expert power should……………..

   a. Inform rules and penalties
   b. Share knowledge with others
   c. Warn before punishing
   d. Punish in private

14.The authority which deals with the original source from which one derives the right to take actions is…………………..

   a. Ultimate authority
   b. Legal authority
   c. Technical authority
   d. Operational authority

15.Informing the workers about the decisions which are taken by the management is the responsibility of …………………

   a. Middle management level
   b. Top management level
   c. First management level

d. Hospital director

16. The internal struggles within an individual to clarify values or wants is ……………………

 a. Intergroup conflict
 b. Interpersonal conflict
 c. **Intrapersonal conflict**
 d. Intragroup conflict

17. The purpose of job orientation is………………

 a. Increase employee productivity
 b. Ensure safe and effective patient care by old nurses
 c. Ensure satisfactory job performance by personnel
 d. **Socialize new staff members**

18. The nursing director develops policies and procedures regarding employment of nursing staff in ………….

 a. Assessment
 b. **Planning**
 c. Implementation
 d. Evaluation

19. The type of conflict that occurs between head nurse and staff nurses that concern with policy and power is ……………..

 a. **Vertical**
 b. Horizontal
 c. Interpersonal
 d. Intergroup

20. The third need of Abraham Maslow's hierarchy is ………………

 a. Safety
 b. **Social**
 c. Esteem
 d. Physiological

II- True and false: (20 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:

No	Statement	T	F
1.	Gender can affecting on conflict modes	**T**	F
2.	The staff nurse reports to either the team leader or head nurse.	**T**	F
3.	The head nurse can appraise the nurse's performance through punishment of the nurse.	T	**F**
4.	Change may be occurred haphazard.	**T**	F
5.	Operational authority Is giving someone permission to assure certain responsibilities through delegation of authority.	**T**	F
6.	Rational persuasion is a type of positional power	T	**F**
7.	Staff manager is in the direct line has formal authority over people and resources	T	**F**
8.	Representative power is a type of personal power.	T	**F**
9.	The Felt stage of conflict concerned with hostility, fear and anger.	**T**	F
10.	Nursing conference is only method of planning of continuity patient care	T	**F**
11.	Positional power derives from individual sources.	T	**F**
12.	Middle level of management spend more time in coordinating and communicating	**T**	F
13.	The unit manager has one of two lines relationships to the head nurse	T	**F**
14.	The Intergroup conflict is occurs between two or more teams within an organization.	**T**	F
15.	The best suitable schedule pattern proved to be appropriate in ICU is the 10-hour shift	T	**F**
16.	Top level Managers require more conceptual skills and less technical skills.	**T**	F
17.	Advertising is the most public face in marketing.	**T**	F
18.	Authority is generally associated with leadership	T	**F**
19.	Performance appraisal process is started with job analysis	**T**	F
20.	Traditional organization pattern increases head nurse time spent in patient care management.	T	**F**

III-Matching   (10 Marks)
Part (1)

Colum (A)	Colum (B)
1. Technical skills	**A.** Ability to understand the overall organization
2. Human skills	**B.** the ability to use knowledge and techniques for performance of specific tasks
3. Conceptual skills	**C.** Ability to working with and through people
4. Political skills	**D**. Engaging a range of stakeholders and partnership forms
5. Analytical skills	**E.** The ability to understand situation quickly

Question	1	2	3	4	5
Answer	**B**	**C**	**A**	**D**	**E**

Colum (A)	Colum (B)
1. Accommodating strategy	**A.** Resolve the conflict by identifying a solution that is partially satisfactory to both parties.
2. Negotiating strategy	**B.** It is a highly cooperative and assertive method to find a mutually and completely satisfactory solution.
3. Avoiding strategy	**C.** It is unassertive and uncooperative method.
4. Collaborating strategy	**D.** Using formal authority to satisfy own concerns without regard to the concerns of others.
5. Forcing strategy	**E.** Allowing the other party to satisfy their concerns while neglecting the own concern.

Question	1	2	3	4	5
Answer	**E**	**A**	**C**	**B**	**D**

IV- Short Answers   (20 Marks)

1) **List (3) guidelines of coercive power**

- Inform subordinates of rules and penalties
- Understand the situation before acting & warn before punishing
- Administer punishment consistently & punish in private

2) **Explain (3) ways of support nursing staff by the head nurse**

- Be flexible when employees need time off
- Provide information on additional sources of support
- Having an open door policy
- Making time to talk to employees at their desks
- Trusting employees to do their work
- Socializes with team and have informal chat with employees

3) **Enumerate (3) professional qualifications of head nurse**

- Human Skills
- Conceptual skills:
- Technical Skills
- Political skills
- Analytical
- Effective communication skills

4) **List (4) motivation techniques**

- Positive Reinforcement
- Avoidance Learning
- Punishment
- Making the staff participate in different activities
- Giving feeling of personal responsibility

List (3) Leader skills

1 Technical skills .

2- Analytic skills.

3- Strategies skills.

4- Financial / information technology skills.

5- Personal and self – development skills.

5) List (4) planning duty for nursing director

1. Plans and develops self – objectives, identifies areas of delegation, sets priorities and target dates for completion and identifies resources needed .

2. Serves as manager, communicator , participator in institutional policy development and planning and as evaluator of nursing care .

3. Organizes, plans and directs department functions and activities to meet with long – and short – term objectives and with hospital philosophy and policies.

4. Establish (with assistance of management personnel) the department philosophy, goals and objectives standards and policies and procedures to achieve high quality nursing care.

5. Coordinates nursing roles and its relationship to other department in the hospital , as well as medical staff.

6. Organizes department structure, interprets this relationship to nursing personnel ; plans , directs and supervises the nursing service.

7. Develops (with assistance of management personnel) job/position description that are criteria based on performance evaluation that related to each job description.

8. Develops policies and procedures regarding qualifications and employment of nursing staff members.

9. Establishes and maintains an effective patient classification system .

10. Develops a system of evaluation of work performance and evaluates the performance of management personnel accordingly.

11. Plans ways to promote the growth and development of personnel through in – service programs, workshops, seminars, and other continuing education opportunities.

12. Assists in establishing and maintaining a safety and disaster program in cooperation with administration and safety committee.

13. Outlines and interprets to personnel nursing service's role in disaster planning.

V- discuss   (10 Marks)

You are head nurse at intensive care unit, there are many conflict occurs among health care team. *In the light of this phrase, answer the following questions:*

1.   Enumerate the causes of conflict that occur at intensive care unit.

1. Stressful working conditions
2. Lack of cooperation.
3. Misunderstanding, lack of information, different interpretations of same information.

4. Role incompatibility and role ambiguity.
5. Personal clashes, difference in values and beliefs'.
6. Poor communication and communication barriers
7. Task interdependence
8. Jurisdictional ambiguity
9. Status struggles
10. Fear
11. Expectation assumptions
12. Frustration emotions, selfishness.
13. Responsibility issues.
14. Different knowledge
15. Competition for limited resources.
16. Power structure within the organization.
17. Crowded spaces.
18. Unresolved conflict.

2. **Discuss how to prevent conflicts among health care team**

1. Frequent meeting of your team
2. Allow your team to express openly
3. Sharing objectives
4. Having a clear and detailed job description
5. Distributing task fairly
6. Never criticize team members publicly
7. Always be fair and just with your team
8. Being a role model

Good Luck

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