



كلية التمريض
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Model Answer for Third Year Examination
Principles of Management in Health Services
(NUR 304)

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- I. **Date:** 11 / 1 /2018 **Time:** 2 hours **Total degree::** 40 · degree
II. **Pages no:**6

I: Define The following (5 Marks)

1. Controlling:

***Controlling** is the regulation of activities in accordance with the plan.

***Controlling** is a function of all managers at all levels. Its basic objective is to ensure that the task to be accomplished is appropriately executed. Control involves establishing standards of performance, determining the mean to be used in measuring performance, evaluating performance, and providing feedback of performance data to the individual so behavior can be changed.

*It is a process by which a person, group, or organization consciously monitors performance and take corrective action.

*It is sees to it that the right things happen, in the right ways, and at the right time.

***Controlling** is the management function in which managers set and communicate performance standards for people, processes, and devices.

2. Staffing:

Is defined as human resources planning to fill positions on an organization with a qualified personnel

* Hiring people to carry out the work of the organization

*The selection and training of individuals for specific job functions, and charging them with the associated responsibilities.

3. Efficiency:

Refer to getting the most output from the least amount of inputs.as (doing things right)

4.Planning:

- It is the first step of management process.
- Planning is the basic function of management, as deciding in advance what is to be done in the future.

5. Structure:

Structure refers to the arrangement of parts and interrelationships among activities and people.

II: Multiple choice questions: (10 Marks)

1. When the supervisor put actions plan for their subordinate is considered.....

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

2. is the obligation of a subordinate to perform the assigned duties

- a. Accountability
- b. Power
- c. **Responsibility**
- d. Authority

3. Nursing information system has the following benefits Except:

- a. **Increase time spent at nurse station**
- b. Reduce paperwork
- c. Automated tools of nursing documentation
- d. Quality can be measured

4.it measures work efforts that go into a performance task

- a. Strategic plane
- b. Input Standards**
- c. Output Standards
- d. Controlling

5. All the following consider middle managers Except:

- a. Project leader
- b. Department head
- c. plan manager
- d. Supervisors**

6. Operational Functions include the following Except:

- a. **directing**
- b. Marketting
- c. Financing
- d. Production

7. it is accomplished before a work activity begins

- a. Preliminary Controls**
- b. Concurrent Controls
- c. Post action Controls
- d. Internal Controls

8. The manager apply direction function to helps in:

- a. Time management
- b. Power ability
- c. Uses of different tools
- d. Transfer plans into performance**

9. All of the following are considered reasons for planning Except:

- a. Provide direction
- b. Reduce risk of uncertainty
- c. Maximize waste**
- d. Facilitate decision making

10. Which of the following are basic elements of directing :

- a. Leadership
- b. Supervision
- c. Motivation
- d. All of them

III. True or false (18 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. The circular charts show the high-level management in the center	<u>T</u>	F
2. Informal organization set the regulations and rules	T	<u>F</u>
3. Direction give manager passive role in employee performance	T	<u>F</u>
4. Strategic plans tend to cover short time period	T	<u>F</u>
5. Effectiveness refer to complete activities so that organizational goals are attained	<u>T</u>	F
6. Administration is a determinative function, while management is an executive function.	<u>T</u>	F
7. Internal controlling allows motivated individuals to exercise self-control in fulfilling job expectations	T	F
8. Planning is effected by external limitations.	<u>T</u>	F

IV. Differentiate between the following (7 Marks)

1. Formal and Informal Organizations (4 Marks)

Formal Organizations	Informal Organizations
It is created by the top management	It is not created by top management. It arises out of the natural desire of the people to associate.
It is created to get the jobs of an organization performed in a planned and systematic manner	It is formed to satisfy those needs of members which can not be satisfied through formal organization
It is managed by officially appointed managers	Members of the informal group select some one as their leader to take care of the interests of the group members.
Managers of formal organization have formal authority	The authority of the leader of the informal group depends upon the combined support of group members.
Formal organization is permanent and stable	Informal organization is of temporary nature. It changes its size and members from time to time

2. The Preliminary and Concurrent Controls (3 Marks)

Preliminary=Feed Forward Controls	Concurrent=Steering Controls
<ul style="list-style-type: none">➤ Sometimes called “Feed Forward Controls”; they are accomplished before a work activity begins.➤ They make sure that proper directions are set and that the right to resources are available to accomplish them.➤ Prevents “anticipated” problems➤ Built in at the start (or before)	<ul style="list-style-type: none">➤ Focus on what happens during the work process. Sometimes called “Steering Controls”, they monitor ongoing operations and activities to make sure that things are being done correctly.➤ Occurs while activity in progress➤ Ensures standards being met; Correct before they become too costly➤ Often built into new technology

V.Short Answers

(10 Marks)

1. Enumerate List (4) benefits of nursing information system

1. More time spent with patient and less time at nurse station
2. Reduce paperwork / paper loss
3. Automated tools of nursing documentation
4. Uniform standards of nursing care are programmed (nursing process)
5. Cost reduction (Fewer loss of charges)
6. Quality can be measured

2. List (5) categories of resources of organization

1. People.
2. Financial (Money)
3. Time
4. Work procedures: information, knowledge and skills
5. Energy
6. Raw Materials
7. Equipment (Machinery)

3. List (5) contents of a job description

1. For recruitment and selection of qualified personnel
2. To orient new employees to their jobs
3. For job placement, transfer or dismissal
4. As an aid in evaluating the performance of an employee
5. For budgetary purposes
6. For determining departmental functions and relationships to help define the organization structure
7. To serve as channel of communication.
8. For classifying levels of functions according to skill levels required.
9. To identify training needs
10. As basis for staffing

4. Enumerate (6) characteristic of direction

1. Pervasive Function
2. Continuous Activity
3. Human Factor

4. Executive Function
5. Delegate Function
6. Creative activity
7. Directing makes an action or task begin
8. Directing is a continuous activity
9. Directing firstly begins from the top most level in organization hierarchy

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