



Model Answer of final Term Exam of Nursing Administration

Department: Nursing Administration Academic Year: Fourth Year
Course Name: Nursing Administration Code: NUR 401 Term: Second semester Date: 15/7/2021 Time: 3 hours Total Marks: 80

I- Multiple Choice Questions: (3 degrees for each question) (60 Marks)

Choose only one correct answer:

1. The ability of head nurse to engage a range of stakeholders in networks and partnership form it means

 - a. Technological skills
 - b. Personal skills
 - c. **Political skills**
 - d. Technical skills

2. The system designed to help senior management to make strategic decisions use.....

 - a. Decision support system
 - b. **Executive support system**
 - c. Office automation system
 - d. Management information system

3. The power that is based on formal status and authority is defined as.....

 - a. Reward power
 - b. Expert power
 - c. Personal power
 - d. **Positional power**

4. Situation characteristics affecting choice of leadership style include:

 - a. Readiness to take responsibility
 - b. **Effectiveness of group**
 - c. Degree of maturity
 - d. Need for independence

5. The Factors that affect on conflict modes include.....

 - a. Organization policy
 - b. **Self-concept**
 - c. Work commitment
 - d. Creativity

6. Planned coverage at the unit level, usually by the head nurse is:

 - a. Centralized scheduling
 - b. **Decentralized scheduling**
 - c. Centralized-decentralized scheduling
 - d. Irregular hours scheduling

٧. The departmental policy is applied to.....
- Hiring new nurse
 - Capital budget
 - Retirement
 - Staff education**
٨. A principle of nursing director that serves as a role model for nursing personnel is.....
- Assessment
 - Planning
 - Implementation**
 - Evaluation
٩. To overcome the resistance to change, the nurse manager should.....
- Personalize the resistance
 - Use official authority
 - Provide human resources to change process**
 - Use sanctions with nurse who oppose the change
١٠. Conducting self-study for accreditation start firstly with defining.....
- Organization recourses
 - Organization mission**
 - Administrational responsibilities
 - Organization services
١١. Intrinsic motivation factors include.....
- Salary
 - Supervision
 - Responsibility**
 - Benefit
١٢. One of marketing principles includes.....
- Analyzing market situation
 - establishing the program
 - Broadening the organization mission**
 - Correcting action
١٣. Evidence based approach in policy making includes.....
- Means of evaluation
 - Review of existing research**
 - Commission old research
 - Consults not relevant experts

١٤. The best suitable pattern that proved to be appropriate in ICU and modified ICU is.....
- Straight shift
 - The ١٠-hour shift
 - The ١٢-hour shift**
 - Irregular hours scheduling pattern
١٥. The type of conflict that occurs between head nurse and nurse that concerns policy and power is
- Vertical**
 - Horizontal
 - Interpersonal
 - Intergroup
١٦. The obstacles of nursing informatics include.....
- Inadequate financial resources**
 - Use more time with patient
 - Automated tools of nursing documentation
 - Fewer loss of charges
١٧. The responsible for establishing a system of record keeping is.....
- Head nurse
 - Nursing supervisor
 - Nursing director**
 - Staff nurse
١٨. Which item is not a key stage of the change?
- Planning stage
 - Organizing stage**
 - Implementation stage
 - Follow up stage
١٩. Accreditation is.....
- a formal and dependent decision
 - a formal and independent decision**
 - an informal and independent decision
 - an informal and dependent decision
٢٠. The advantage of decentralized scheduling include.....
- Provides an overall picture of the staffing situation
 - Personnel feel less personalized attention
 - Relieves the head nurses from time consuming duties
 - Easier for a small area instead of the whole agency**

٢١. When the head nurse to take an action, by the virtue of the position used.....
- Ultimate authority
 - Legal authority**
 - Technical authority
 - Operational authority
٢٢. Management level that requires more managerial and technical skills and less conceptual skills is
- Middle level**
 - Top level
 - First level
 - Lower level
٢٣. Which item is not a key role of the nurse informatics?
- Consultation
 - Educational development
 - Dietician**
 - Research
٢٤. The advantage of democratic leadership style include.....
- Work by order not by suggestion
 - Give feedback to nurse
 - Greater commitment of the nurse**
 - Give the group total responsibility
٢٥. The responsible for management of the nursing service activities in a single unit.....
- Nursing supervisor
 - Staff nurse
 - Nursing director
 - Head nurse**
٢٦. The personnel policy concerned with nurse service which includes.....
- Working conditions
 - Health insurance**
 - Vocation
 - House keeping
٢٧. Logical persuasion strategy means.....
- Persuading the nurse about importance of change process
 - Using official authority to create change
 - Participating the nurse in decision-making to create change
 - Using facts and knowledge for bringing about change**



٢٨. The process of motivation begins with

- a. Satisfied needs
- b. **Unsatisfied needs**
- c. Tensions
- d. Goal achievement

٢٩. Marketing fails when it focuses on.....

- a. Patient needs.
- b. Patients' satisfaction
- c. Profit versus sales
- d. **Unclear objectives**

٣٠. The stage of conflict in which may be either constructive or destructive to solve the problem is.....

- a. Aftermath conflict
- b. Antecedent conflict
- c. Perceived conflict
- d. **Manifest conflict**

True and false questions (1 degree for each question) (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	The statement	True	False
١.	The unit manager has two lines relationships to the head nurse.		F
٢.	Follow-up phase is important in change process.	T	
٣.	Internal marketing means assessment the environment in which the organization has to operate.		F
٤.	Nursing director should be a member in nursing syndicate.	T	
٥.	Coercive power means using rewards to influence other people.		F
٦.	Nursing informatics enable nursing staff to view lab results offline.		F
٧.	Efficiency of computerized scheduling is based on the fed data.	T	
٨.	Effective leaders must adapt and change to fit the situations.	T	
٩.	Regulations are policies that developed at top level position in an organization.		F
١٠.	Specialized accreditation applies to the entire college and all programs offered.		F
١١.	Quality of meaningful relationships can influence nurse motivation.	T	
١٢.	Nursing director assists in establish safety program for an organization.	T	
١٣.	Marketing feedback is necessary in assessment phase.		F
١٤.	Official authority used as incentives to force participation in change.		F
١٥.	Time scheduling ensures providing patient care without over staffing.	T	



No	The statement	True	False
١٦.	The interpersonal conflict refers to internal struggles within an individual to clarify values.		F
١٧.	Planned change sometimes happens automatically.		F
١٨.	Transformational leadership emphasizes social interaction.		F
١٩.	Policies are eliminating conflict areas between nurses.	T	
٢٠.	Progressive organizational pattern increases management functions of head nurse in the unit.		F