



Nursing Administration Exam.
Fourth Academic Year

Date: 30 /12/2019

Time: 3hours

Marks (100)

Questions	Define	T&F	MCQ	List	Short note	Compare	Situation	Total mark	Sign
Score	7	14	14	29	12	12	12	100	
Student score									

I – Define the following (7 marks)

A- Performance appraisal

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B- Case management

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C - Quality assurance

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D-Team

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E- Orientation

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F- Quality circle

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G- Disaster preparedness plan

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II-Put (T) for true statements or (F) for false statements (14 marks)

No	Statements	T or F
1	Compensation program requires a description and classification of each job in the organization.	
2	The structure of opportunity relates to job conditions that provide recognition and feedback	
3	8-hour shift permits the employee to have several consecutive days off	
4	Existence need correspond to self-esteem need of Maslow's hierarchy	
5	Proper placement increase employee`s turnover and absenteeism	
6	Group think occur when a team lulled into a false sense of satisfaction and loses its critical edge.	
7	Inability to prioritizing tasks is an organizational obstacle of time management	
8	An occurrence screening system relies on staff members to report the adverse events.	
9	Staffing plan determine number of personnel that must be hired to deliver care	
10	The leaders can direct willing and un willing subordinates	
11	Nursing staff requirement for inpatient health care services is one of slander provided by JCAM slandered	
12	Inefficiencies result from lack of plan or systematic method for dealing with a task.	
13	One of the aims of quality assurance is assessment of internal and external incident	
14	Procrastination is a practical way to improve time management skills	

III-Select the appropriate answer for each of the following (14 marks)

1-----is a kind of patient classification system where nurse select the category that is suitable to patient condition.

- a- Checklist
- b- Descriptive
- c- Time standards
- d- Task quantification

2----- is a fundamental part of time management.

- a- Time evaluation
- b- Organizing the activities and duties
- c- Schedule tasks
- d- Plan the goal



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3- Commitment to team processes and accountability include.....

- a- Tolerate of ambiguity, uncertainty and seeming lack of structure.
- b- Engage in open dialogue and communication.
- c- High levels of trust.
- d- Team members interact to help each other accomplish the task.

4- Manipulation of appraisal rating on basis of 'age' is an example of.....

- a. Lenient/strict tendency.
- b. Bias.
- c. Central tendency.
- d. Different tendencies.

5- Job information can be gathered for analysis through.....

- a. Job description.
- b. Job specification.
- c. Observation.
- d. A & B.

6- Factors contributing to turnover include.....

- a. Personal life.
- b. Organizational policies.
- c. Local labor market conditions.
- d. Work planning and scheduling.

7- The main purpose of the safety programs is to

- a. Reports to administration the trends and areas of concern to address incidents.
- b. Reduce losses from occupation-related injuries and illnesses.
- c. Conform to mandatory government regulation and to voluntary JCAHO standards.
- d. Involve viewing the organization security force.



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8- -----is a method of staff supplementation useful in intensive care units.

- a. Decentralized scheduling
- b. Borrowing
- c. Float staff
- d. On call staff

9- Counteractive strategies to secure the protected information include....

- a. Supporting the infrastructure of communication.
- b. Facilitating the integration of systems.
- c. Limiting physical access
- d. Improving organization's fiscal standing

10 -Who is the person responsible for moving others who are affected by the change?

- a. A change agent.
- b. A change force.
- c. A change factor.
- d. A change strategy.

11.....is the developmental process to establish trust and collaborative relations.

- a. Bridging
- b. Recurring interaction
- c. Consultation
- d. Supervision

12 All of the following are management functions in fiscal planning except....

- a. Documents units needs
- b. Assesses internal and external environment
- c. Demonstrates flexibility in fiscal goal setting
- d. Uses appropriate techniques of budget

13-All of the following are indicators of time management except....

- a. Analyzing time use
- b. Planning time
- c. Time direction
- d. Time commitment



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14- Causes for empowerment failure include all the following except....

- a. Managers pay lip service to employee empowerment and doubt its power.
- b. Insufficient access to tools and training.
- c. Employees feel under-compensated for the responsibilities they take on.
- d. Managers accept all responsibility and accountability for decision making.

IV-List the following

(29 marks)

1-Two fundamental dynamics to team success.

- a)
- b)

2- Two dimensions of psychological empowerment.

- a)
- b)

3- Three purposes of standard nursing care.

- a)
- b)
- c)

4- Three components of the directing process.

- a)
- b)
- c).....

5- Three purposes of performance appraisal.

- a)
- b)
- c).....

6- Three leadership responsibilities in selecting a model for care delivery.

- a)
- b)
- c).....



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7-Three barriers of collaboration.

- a)
- b)
- c).....

8- Three of the main principles for preventing the spread of infection.

- a)
- b)
- c).....

9- Three characteristics of quality circle.

- a)
- b)
- c)

10- Four patient factors affecting staffing pattern

- a)
- b)
- c).....
- d).....

V- Write short notes about (12 marks)

1- Planned change (4 marks)

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2- Techniques for controlling the risks (4 marks)

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3- Requirements for measuring quality (4 marks)

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VI- Compare between the following (12 marks)

1- Advantages of centralized and decentralized scheduling (4 marks)

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2- Democratic and autocratic leadership (4 marks)

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3- Operating and capital budget (4 marks)

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VII- Situation: (12 marks)

The head nurse of medical department; is overloaded by supervising nurses, making rota and in-service education program. She doesn't want to delegate any of these tasks to other nurses. She didn't have time to participate her information with other staff. Some nurses intend to leave the unit searching for new chances for advancement.

- 1- What is the delegation mistake in this situation? (1 mark)
- 2- What are delegation principles should be followed? (2 marks)
- 3- What are job characteristics factors affecting nurses' motivation (3 marks)
- 4- What is the head nurse' role to empower nurses? (2.5 marks)
- 5- How to improve nurses' retention? (3.5 marks)

Good luck