



## Master 2nd part Examination

### Model Answer of Managing personnel affairs and nursing legislation

**Department:** Nursing Administration  
**Code:** NADM8124  
**Time:** 1 hour

**Academic Year:** (2021-2022)  
**Date:** 29 /5/2022  
**Total Marks:** 150

Answer The following Questions: (150 Marks)

1. Principle of ethics reflected the organization's philosophy. From this statement: Discuss the ethical principles and the legal responsibilities in nursing practice. (35 marks)

#### Principles of ethics

Principle of nursing ethics is not laws, but standard of conduct, which define the essentials of honorable behavior for the nurse. Moreover, these principles should be reflected in the organization's philosophy, as well as in the manager's personal ethics. They have to be made clear to everyone, and society should take the necessary steps to organize their enforcement. Ethical principles are:

1. Respect for Individuals
2. Autonomy
3. Paternalism
4. Veracity
5. Beneficence
6. No maleficence
7. Justice
8. Fidelity
9. Confidentiality

#### 1. **Respect for Individuals**

Respect for Individuals means respect for human dignity. It

acknowledges the right of individuals to make decisions and to live by these decisions.

## **2. Autonomy**

Autonomy is the right of individuals to govern their actions according to their own reasons and purposes.

## **3-Paternalism**

Paternalism means allows one to make decisions for another or assist others to take decision in pursuing their own good when they cannot do themselves.

## **4-Veracity**

Veracity means telling the truth. Truth is the basis for mutual trust between clients and health professionals.

## **5-Beneficence**

Beneficence means, “To do good health and welfare of the patient”. Beneficence has two components: providing benefits and balancing benefits and harms (treat all patients equally).

## **6-Non maleficence**

It is a warning, in the negative form to remind health practitioners to do no harm and avoid injuring another individual during the performance of beneficial acts.

## **7-Justice**

It refers principle of fairness/ unbiased. It means equal distribution of benefits, costs and even risk.

## **8-Fidelity**

It refers to Obligation of a person to be faithful to agreements, responsibilities and commitments that he has made to himself and to others.

## 9-Confidentiality

Confidentiality means that information entrusted to professionals in the line of duty should not be revealed to others.

### ◆ Legal Responsibilities in Nursing Practice (General)

#### 1. Safeguards for the nurse

Although as a practical nurse likely to work under the direction of Other nurses and physician, personally liable for any harm a client suffers as a result of own acts. Healthcare facilities may also be legally liable for their employee's acts of negligence. Legal action involving negligent acts by a person engaged in a profession may become malpractice lawsuits.

#### 2. Common-Sense precautions

Follow accepted procedures. Protect from possible lawsuits by always performing procedures as taught and as outlined in the procedure manual of healthcare facility. If these policies are incorrect or inadequate, work to improve them through the proper channels

#### 3. Be competent in practice

Always responsible for own behaviour. Refuse to perform procedures for which have not been prepared. Ignorance is not a legal defence. Neither will lack of sleep or overwork be accepted as a legal reason for carelessness about safety measures or mistakes

#### 4. Ask for Assistance

Always ask for help if unsure about how to perform a procedure. Do not assume responsibilities beyond those of level. Admitting that do not know how to perform a procedure is always better than attempting to do it and injuring someone. Also question any physician's order that do not understand, cannot read, or in which believe an error exists.



## 5. Document well

The importance of keeping exact records of all treatments and medications, as well as a record of a client's reactions and behaviour, cannot be overemphasized. The health record is the written and legal evidence of treatment. The record is to reflect facts only, not personal judgments. Careful and accurate documentation is vital for each client's welfare.

## 6. Do not give legal advice to client

The laws governing personal and property rights of an individual are many and complex. Never attempt to advise a client on legal rights or financial matters. Encourage clients to confer their families and to consult an attorney.

## 7. Do not accept gifts

Accepting gifts from the client is unwise for several reasons. Some clients are considered vulnerable adults (e.g., mentally ill, retarded, or confused individuals) exchange of gifts could compromise professional position, and could be accused of coercing the client.

## Examples of legal responsibilities:

- 1 Workers compensation insurance
- 2 Establishing and maintaining a safe workplace
- 3 Pay and employment conditions
- 4 Keeping employee record
- 5 Injury management

**2. Human resource management is the strategic approach to the effective management of nurses in the hospital. In the light of this statement: Mention the objectives of human resource management in the hospital and methods of job analysis. (40 marks)**

## Objectives of human resource management

- **Achieve organizational goals**
- **Work culture**
- **Team integration**
- **Training and Development**
- **Employee motivation**
- **Workforce empowerment**
- **Retention**
- **Data and compliance**

- **Achieve organizational goals**

One major HRM objective is to fulfill organizational goals. Utilizing human resources to achieve business requirements and goals is very important for an effective HRM.

- **Work culture**

Work culture plays an important role in defining HRM and business performance. Developing and maintaining healthy and transparent relations among team members and teams contribute to building a good example of a work culture.

- **Team integration**

One of the prime roles and objectives of HRM is to make sure the team **coordinates efficiently**.

- **Training and Development**

Workforce being effective and performing are two important and basic elements to work upon for achieving your basic objectives at an organization. With proper training and providing future opportunities, employees feel safe and organized.

- **Employee motivation**



The prime objective of HR is to keep things on the right path. Keep distractions and negative vibes away. For this, the employees need to be attended to and kept motivated throughout.

- **Workforce empowerment**

Talking about employee motivation, nothing can work better than empowering them.

**Retention**

Providing leadership qualities and opportunities, a healthy working area, and employee retention are some prime objectives and deliverables of the HR managers. Keeping employees retained and motivated needs to be a top priority for HRM.

- **Data and compliance**

Functional and organizational objectives also include managing company/ employee data and managing compliances. Managing payroll compliances and keeping the company out of any penalties or fine is a huge challenge for HR people and managers.

Methods of job analysis:

- Questionnaires
- Observation
- Interviews
- Employee recording
- Combination of methods

### 1. Questionnaires

- ❖ Typically, quick, and economical to use.
- ❖ Structured questionnaires contain lists of many job characteristics and activities to employees Problem:
- ❖ Employees may lack verbal skills.

- ❖ Some employees tend to exaggerate significance of their tasks.

## 2. Observation

- ❖ Job analyst watches worker perform job, tasks and records observation.
- ❖ Used primarily to gather information on jobs emphasizing manual skills.
- ❖ Excellent for understanding and appreciating conditions under which job is performed Problem:
- ❖ Used alone is often insufficient.

## 3. Interviews

- ❖ Most used method.
- ❖ Interview both employee and supervisor.
- ❖ Interview employee first, helping him or her describe duties performed.
- ❖ Then, analyst normally contacts supervisor for additional information Problem:

## 4. Employee Recording

- ❖ Describe daily work activities in diary or log.
- ❖ Valuable in understanding highly specialized jobs difficult to observe and difficult to observe Problem:
- ❖ Employees exaggerating job importance.

## 5. Combination of Methods

- ❖ Usually use more than one method
- ❖ Clerical and administrative jobs: questionnaires supported by interviews and limited observation.

**3. The ability to lead effectively relies on several key skills to deal with different nurses and effect on their roles. According to statement: Discuss the leadership skills and the role of professional nurse. (40 marks)**

### **+ The most important leadership skills**

It is clear that the ability to lead effectively relies on a number of key skills, but also that different leaders have very different characteristics and styles. Leadership skills are highly sought after by employers as they involve dealing with people in such a way as to motivate, enthuse and build respect.

#### **1. Diplomatic**

One of the strongest qualities of a good leader is their ability to say no to something without causing tension or resulting in loss of employee morale.

#### **2. Good speaking ability**

Have a Clear, Concise, and Consistent Message.

#### **3. Communication**

By active listening, verbal and non-verbal communication)

#### **4. Motivation**

There are a number of ways to motivate the workers:

- By building employee self-esteem through recognition and rewards
- By giving employees new responsibilities to increase their investment in the organization.

#### **5. Delegating**

Some skills that make a good delegator include:

- Assessing employee strengths and weaknesses
- Matching the task to the right employee
- Prioritizing tasks
- Time management





- **Delegation of authority doesn't mean delegation of responsibility**

## **6. Positivity**

If employees feel that they work in a positive environment, they will be more likely to want to be at work, and will be more willing to put in the long hours when needed.

## **7. Creativity**

Learning to try nontraditional solutions, or approaching problems in nontraditional ways, will help to solve an unsolvable problem.

## **8. Empathy**

## **9. Decision-making:**

The measure of a good leader is how they solve the problems. Leaders need to be able to make the complex decisions – and quickly.

## **10. Commitment**

Some skills related to commitment in the workplace include:

- Commitment to organizational objectives
- Keeping promises
- Prioritization
- Professionalism

## **4. Explain the factors which influence staffing process. (35 marks)**

### **Factors which influence staffing process:**

We have Internal Factors as well as External Factors that influence the recruitment process. We will be discussing these factors in detail.

## ❖ Internal Factors

Organizations have control over the internal factors that affect their recruitment functions. The internal factors are;

### **1. Size of Organization**

The size of the organization is one of the most important factors affecting the recruitment process. To expand the business, recruitment planning is mandatory for hiring more resources, which will be handling the future operations.

### **2. Recruiting Policy**

Recruitment policy of an organization, i.e., hiring from internal or external sources of organization is also a factor, which affects the recruitment process. It specifies the objectives of the recruitment and provides a framework for the implementation of recruitment programs.

### **3. Image of Organization**

Organizations having a good positive image in the market can easily attract competent resources. Maintaining good public relations, providing public services, etc., definitely helps an organization in enhancing its reputation in the market, and thereby attract the best possible resources.

### **4. Image of Job**

Just like the image of organization, the image of a job plays a critical role in recruitment. Jobs having a positive image in terms of better remuneration, promotions, recognition, and good work environment with career development opportunities are considered to be the characteristics to attract qualified candidates.

## ❖ External Factors

External factors are those that cannot be controlled by an organization. The external factors that affect the recruitment process include the following;

### **1. Demographic factors**

Demographic factors are related to the attributes of potential employees such as their age, religion, literacy level, gender, occupation, economic status, etc.

### **2. Labor market**

Labor market controls the demand and supply of labor. For example, if the supply of people having a specific skill is less than the demand, then the hiring will need more efforts. On the other hand, if the demand is less than the supply, the hiring will be relative easier.

### **3. Unemployment rate –**

If the unemployment rate is high in a specific area, hiring of resources will be simple and easier, as the number of applicants is very high. In contrast, if the unemployment rate is low, then recruiting tends to be very difficult due to less number of resources.

### **4. Labor laws –**

Labor laws reflect the social and political environment of a market, which are created by the central and state governments. These laws dictate the compensation, working environment, safety and health regulations, etc.

### **5. Legal considerations –**

Job reservations for different castes such as STs, SCs, OBCs are best examples of legal considerations. These considerations, passed by



government, will have a positive or negative impact on the recruitment policies of the organizations.

## **6. Competitors –**

When organizations in the same industry are competing for the best qualified resources, there is a need to analyze the competition and offer the resources packages that are best in terms of industry standards.

***With best wishes.... .  
Nursing administration department***