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Third Year Examination Principles of Management in Health Services (NUR 304)

Date: 21 / 1 / 2019 **Time:** 2 hours **Total degree:** 40 **Pages No:** 6

II: Multiple choice questions: (10 Marks)

1. The chart that defines personnel names in organizational chart is:
 - a. Manning chart
 - b. Skeleton chart
 - c. Functional chart
 - d. Master chart

2. The process of choosing the best qualified personnel for a job is:
 - a. Recruitment
 - b. Interview
 - c. Choosing
 - d. The traditional system

3. Nurses' agreement to be morally responsible for the consequences of their actions is:
 - a. Accountability
 - b. Power
 - c. Responsibility
 - d. Authority

4. Nurse manger develops priorities for solving problems according to:
 - a. What comes first
 - b. The situation
 - c. What takes shorter time
 - d. What appears to be the easiest

5. The role of control is:
 - a. Critical link back to planning

- b. Facilitating goal achievement
 - c. Detecting irregularities
 - d. Making delegation easier
- 6. A type of plan that is flexible and set out general guidelines is:**
- a. Directional plans
 - b. Standing plans
 - c. Single-use plans
 - d. Specific plans
- 7. Direction function helps in:**
- a. Time management
 - b. Power ability
 - c. Using of different tools
 - d. Transferring plans into performance
- 8. Measuring performance results in terms of quantity, quality, cost, and time is considered**
- a. Output standards
 - b. Objectives
 - c. Controlling
 - d. Input standards
- 9. All of the following are phases of implementing nursing information system Except:**
- a. Assessment
 - b. Planning
 - c. Analysis
 - d. Design
- 10. All of the following are considered top" high-level" managers Except:**
- a- Project leader
 - b- Executive vice president
 - c- Chief operating officer
 - d- Chairman of the board.

II: True or false**(8 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 organization structure is created by middle managers.	T	<u>F</u>
2. Nursing information system helps nurses handle their day to day tasks.	<u>T</u>	F
3. The written direction increases duplication of efforts	T	<u>F</u>
4. Specific plans specify the details of how the overall goals are to be achieved.	T	<u>F</u>
5. Efficiency is doing the right things	T	<u>F</u>
6. Structured interview require little planning	T	<u>F</u>
7. External controlling occurs through formal administrative systems.	<u>T</u>	F
8. Directing begins from the lower level to top level in the organization hierarchy.	T	<u>F</u>

III: Matching**(5 Marks)**

Answer	Column (A)	Column (B)
D	1. Job description	A. Is the official power to act.
E	2. Nursing information system	B. Is a way of reaching others by transmitting ideas, facts, thoughts, feelings and values.
A	3. Authority	C. Is the process concerned with the implementation of plans through direction and guidance of personnel.
B	4. Communication	D. Is a written statements, found in policy manuals that describe the duties and functions.
C	5. Management	E. Is a part of a health care information system that deals with nursing aspects
		F. Is a visual picture of an organization

IV: Differentiate between the following**(7 Marks)****1. Top and lower levels of Management (3 Marks)**

Top level of Management	Lower level of Management
<p>Managers at or near the top level of the organization who are responsible for making organization- wide decisions and establishing the goals and plans that affect the entire organization.</p> <p>These individuals have titles such as executive vice president, chief operating officer, chief executive officer, or chairman of the board.</p>	<p>Managers at the lowest level of the organization who responsible for directing the day-to-day activities of operative employees .They're often called supervisors , or line managers, office managers, or even foremen</p>

2. The Preliminary control and Post action control (4 Marks)

Preliminary Control	Post action Control
<p>Preliminary=Feed Forward Controls</p> <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) 	<p>Post action = Feedback Controls:</p> <ul style="list-style-type: none"> ➤ Sometimes called “Feedback Controls”, they take place after an action is completed. They focused on end results, as opposed to inputs and activities ✓ Control after action has occurred ✓ Good feedback on effectiveness of planning ✓ Most popular

1. Determine (4) uses of 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

2. List (3) characteristics of effective control

1. Strategic and results oriented
2. Understandable
3. Cost-effective
4. Accurate
5. Realistic
6. Acceptable to organizational members
7. Encourage self-control
8. Timely and exception oriented
9. Positive in nature
10. Fair and objective
11. Flexible

3. Enumerate (5) advantages of consultative direction technique

1. Participation occurs on every level of organization.
2. Better communication.
3. Least resistance from subordinates, experience and knowledge of
4. Subordinate also can be used to arrive at right directives.
5. It induces better motivation and morale.
6. It leads to better co-ordination and effective results.

4. List (4) important considerations in upgrading a system

1. Bedside /point-of-care terminals
2. Workstations
3. Multimedia presentations
4. Decision support systems
5. Artificial intelligence
6. Neural networks
7. Integrated systems architecture
8. Interfaced networks
9. Open architecture

5. Enumerate (4) principles for making an effective plan

1. Unity of plan
2. Continuity of plan
3. Timing of the plan
4. Precision in planning
5. Meaningful objectives" simple – clear - comprehensive
6. Limiting factors
7. Flexibility
8. Cost benefits analysis
9. Support from the top management
10. Equal Participation
11. Proper communication
12. Integration
13. Strict monitoring

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Good luck

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