



كلية التمريض

قسم إدارة التمريض  
كلية معتمدة



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## **Model Answer of Human Relationships Exam**

### **(DNA504Q) First Term**

**Date:** 30 / 1 / 2022 **Time:** 2hours **Total degrees:** 120 **Pages No:** 1

#### **Answer all the following questions**

- 1- A nursing manager can use power to motivate the staff by using different techniques that help to reduce conflict. **In the light of this statement :**

#### **A. List different techniques for effective motivation(10 degrees)**

#### **Motivational Techniques**

A nursing manager can motivate the staff by using different techniques as following:

\* **Positive Reinforcement:** Annual reward for better performance in the form of money, recognition, praise, promotion .... etc.

\* **Avoidance Learning:** Some staff nurses improve their behavior in order to avoid criticism of Nursing.

\* **Punishment:** Nursing Superintendent, for example, can withhold reward or promotion so as to change the behavior of staff. Scolding in front of others or humiliating should be avoided.

\* **Making the staff participate in different activities** which give them affiliation, acceptance and recognition, e.g. in conferences, Nurses'-Day, Hospital Annual Day..... etc.

\* **Giving feeling of personal responsibility** or keeping interactions. The newly appointed staff should be left independent but be observed closely.

**B. Explain negative aspects of conflict (10 degrees)**

**Negative Aspects of Conflict:**

- ❖ It is very stressful to individuals.
- ❖ It may lead to aggressive behavior.
- ❖ Increased turnover and absenteeism,
- ❖ Reduced coordination and collaboration.
- ❖ Persistent conflict at work is detrimental to the work climate and negatively affects individual's physical and psychological well-being.

**C. Difference between power and authority (10 degrees)**

<b>Power</b>	<b>Authority</b>
1- Ability: it is the ability of an individual to effect and influence.	1- Right: it is the right to command and extract work from employees.
2- Leadership: it is generally associated with leadership.	2- Managership: it is vested with manager.
3- Broad: it is a broader concept and includes authority also in some sense.	3- Narrow: it is narrow concept. A manager may have considerable authority but still may be powerless.
4- Personal: power is a personal quality.	4- Positional: it is mostly vested in the position.
5- Both formal and informal	5- formal
6- Power flows in all directions	6- Down flowing concept

## 2- Differentiate between counseling and health education (15 degrees)

### Counselling and health education

	Counselling	Health education
1.	Confidential	Not confidential
2.	One to one process or a small group.	For a group of people
3.	Focused, specific and goal directed	Generalized
4.	Facilitates change in attitude and motivates behavior change	Information is provided to increase the knowledge
5.	Problem oriented	Content oriented
6.	Based on needs of client	Based on public health needs.

## 3- List types of communication based on channels (10 degrees)

### 1-Verbal Communication

#### a) Oral Communication

- Face to face
- Telephone talk
- Public speech
- Interview
- Meeting

## **b) Written Communication**

- ❖ Letter
- ❖ Memo
- ❖ Notice
- ❖ Circular
- ❖ Report
- ❖ Minutes

## **2- Non-Verbal Communication**

- Body Language
- Eye Contacts
- Facial Expressions
- Posture
- Touch
- Space

## **4- Give short notes about communication process (15 degrees)**

The communication process has several components that enable the transmission of a message. Here are the various parts:

**Sender:** This is the person that is delivering a message to a recipient.

**Message:** This refers to the information that the sender is relaying to the receiver.

**Channel of communication:** This is the transmission or method of delivering the message.

**Decoding:** This is the interpretation of the message. Decoding is performed by the receiver.

**Receiver:** The receiver is the person who is getting or receiving the message.

**Feedback:** In some instances, the receiver might have feedback or a response for the sender. This starts an interaction.

**5- list the factors affecting the human relation (10 degrees)**

- \*personality
- \*attitude
- \*self esteem
- \*self confidence

**6- List the reasons for change (10 degrees)**

- To improve efficiency
- To reduce unnecessary workload for some group.
- To improve the means of satisfying economic wants.
- To contribute to individual satisfaction and social well-being.
- To solve problems.
- To promote human work for human beings.
- To make work procedure more efficient.

**7- Enumerate characteristics of an effective negotiator (12 degrees)**

**The Good negotiators are:**

- |                         |                                  |
|-------------------------|----------------------------------|
| ✓ Goal-oriented.        | ✓ Creative.                      |
| ✓ Information-oriented. | ✓ Empowered.                     |
| ✓ Objectively.          | ✓ Aware of themselves and others |
| ✓ Reasonable.           | ✓ Good planners                  |
| ✓ Flexible.             | ✓ Honest                         |
| ✓ Time-oriented.        | ✓ Win-win oriented               |
| ✓ Good communicators.   | ✓ Open minded                    |
| ✓ Patience              | ✓ Self confidence                |
| ✓ Assertiveness         | ✓ Experience                     |

**Multiple choice questions:**

**( 18 Degrees)**

- 1- When two parties bargain over a single product or issue is called
  - a. **Distributive negotiation**
  - b. Integrative negotiation
  - c. Multiparty negotiation
  - d. Team negotiation
- 2- The negotiation strategies between the teams of two companies that are looking to merge is called
  - a. Distributive negotiation
  - b. Integrative negotiation
  - c. Multiparty negotiation
  - d. **Team negotiation**
- 3- Change strategy based on Facts and knowledge to persuade others
  - a. **Logical persuasion**
  - b. Force participation
  - c. Power - coercion
  - d. Motivation
- 4- Change strategy that Use the rewards and punishments to create change.
  - a. Logical persuasion
  - b. Force participation
  - c. **Power - coercion**
  - d. Motivation
- 5- One of personal factors that affect motivation is:
  - a. Leadership style
  - b. Peer relationships
  - c. Organization
  - d. **Opportunities available**
- 6- Basic needs Maslow hierarchy of needs are:
  - a. Safety
  - b. Social
  - c. **Physiological**
  - d. Esteem

**7- Conflict strategy which involves behavior that is unassertive and uncooperative is:**

- a. Forcing
- b. Accommodating
- c. Compromising
- d. **Avoiding**

**8- The original source from which one derives the right to take actions is:**

- a. **Ultimate authority**
- b. Legal authority
- c. Technical authority
- d. Operational authority

**9- The formal right conferred by the firm to speak about group:**

- a. Reward power.
- b. **Representative power**
- c. Coercive power.
- d. Legitimate power

*Good luck*

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