

Course No:DNRS 2115  
Course Title: إدارة تمريض-نهائي  
Date: 08/01/2018  
No. of Questions: ( 4)  
Time: 1:5 hour  
Using Calculator (No)

University of Palestine



Final exam First semester  
2017/2018  
Total Grade: ( 50 Marks)

Instructor Name:  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: الدبلوم المتوسط  
Dep./Specialist: Nursing  
Using Dictionary (No)

**Question No. I: Multiple choice questions (18 Marks)**

**Chose the most correct answer from the following (18 Marks)**

1. When the nurse use the same schedule repeatedly, every week or every month this schedule called
  - a. Rotating schedules
  - b. Permanent shifts
  - c. Block or cyclical scheduling
  - d. Decentralized schedule
2. Attracting or seeking applicants for existing positions occurs during which step of staffing process:
  - a. Recruiting.
  - b. Selecting.
  - c. Orientation.
  - d. Development.
3. In doing interview for new applicant for a job we ask all of the following questions except
  - a- start first with personal question
  - b-ask one question at a time
  - c- Don't verbally or none verbally indicates that his answer is correct
  - d- Put the candidates at ease and comfortable
- 4.. Advantages of decentralized staffing:
  - a- time consuming for manager
  - b- Increase autonomy and flexibility
  - c- Unequal treatment of staff
  - d- Decrease retention of nurses
5. Disadvantages of centralized staffing
  - a- fairness to the staff
  - b- More flexible for staff
  - c- Increase absenteeism and conflict
  - d- Relief head nurses from other activities
6. Staffing of nursing staff in the department shifts is determined by
  - a- number of clients
  - b- Level of client acuity
  - c- Types of nursing care delivery system used
  - d. all of the above are correct

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**7... In doing assignment for the staff, "fairness" means**

- a- every staff gets the tasks that he is like to do all the times
- b- The unpleasant tasks assigned to the same member all the time
- c- An equitable amount of consideration for each members
- d. Give the new staff easy work most of the time

**8. Orientation period for a new employee take time about**

- a. one month
- b. two months
- c. three weeks
- d. one weeks

**9. The first step in recruiting employee for a job**

- a. making interview
- b. advertising about the job
- c. review of applicant
- d. making medical examination

**10. Float nurse means**

- a. Part time staff
- b. External temporary staff
- c. Transfer staff
- d. nurse who are oriented to many areas

**11. Some agents that play a role in increasing motivation:**

- a. Manager's support.
- b. Collegial influence.
- c. Interaction of personalities in the work group.
- d. All of the above

**12. People doing things because of motive to all of the following except**

- a. desire to act morally
- b. desire to avoid pain
- c. to satisfy needs of others
- c. Desire to influence others

**13. Standards can**

- a. quantitative
- b. qualitative
- c. both are correct
- d, neither both are correct

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14. Sources of Standards can be from all of the following except

- a. Official documents
- b. From patients
- c. Historical analysis of institution's own data
- d. Expert opinion

15. The postoperative wound infection rate should not exceed 2% of clean surgical cases this type of standard called.

- a. Input standard
- b. process standards
- c. Output Standards
- d. No answer is correct

16. When performance below standards and the deviation is acceptable or its cause is uncontrollable the action will be:

- a. No change is required
- b. Activities continue with no intervention
- c. Reinforce
- d. change standard

17. When actual performance exceeds standard (positive) we do all of the following except

- a. Reinforce.
- b. Freeze in place.
- c. Replicate elsewhere
- d. No change is required

18. Defects in systems may be corrected by all of the following except:

- a. Changing policies and procedures.
- b. Fire all employees
- c. Changing span of control.
- d. Redistribution of staff.

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**Question 2- Match the following (10 Marks )**

1. Permanent shifts	2. Rotating schedules:	3. Mandatory overtime	4. cyclical scheduling	
5. Recruiting	6. Controlling	7. Extrinsic motivation	8. Fairness	9. Transfer staff
10. Internal motivation		11. performance		12. Motivation

- ( \_\_\_\_\_ ) Use the same schedule repeatedly, every week or every month.
- Means distributing the work so that no one gets enjoyable tasks
- Taking nurse from a less busy area or department to the overloaded area
- ( \_\_\_\_\_ ) then process of actively seeking out or attracting applicants for existing job or positions
- ( \_\_\_\_\_ ) is requiring the nurse to stay on duty after their scheduled shift ends.
- ( \_\_\_\_\_ ) the working fixed shift all the week days like morning shift
- ( \_\_\_\_\_ ) Moving between mornings, and evenings and nights during the week (common in hospitals).
- ( \_\_\_\_\_ ) The set of forces that energizes, directs, and sustains behavior?
- ( \_\_\_\_\_ ) It is the measurement and correction of performance
- ( \_\_\_\_\_ ) The reward occurs after the work has been completed

**Q: 3: Put (✓) in front of the correct statement and (X) in front of the incorrect one.(10 Marks)**

- (.....) A permanent shift relieves nurses from stress and health related problems associated with rotating shifts.
- (.....) In centralizing staffing one individual or computer preparing schedule for all staff
- (.....) The number of nursing staff should be divided equally among the three shifts.
- (.....) Different work shifts increase nursing staff satisfaction
- (.....) Empirical standards are usually averages that are based on actual practice
- (.....) Hospital care should be provided at a level of 4 hospital beds per 1000 population example of output standard
- (.....) Faulty placement of a new employee may result in personal frustration
- (.....) Good standard represent the lowest level of acceptable performance
- (.....) Optimum Standards mean doing best level of performance under the best possible circumstances
- (.....) The responsible for doing controlling only the top management in the organization

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**Question 4: Answer the following questions (12 Marks)**

1. Explain the assignment technique or nursing staff in the department?
2. Write five strategies or points to create motivational environment to the nursing staff working with you?
3. Write the criteria for setting good standards?

**The end  
Good Luck**