

Course No:DNRS 2115
Course Title: نهائي إدارة تمريض
Date: 10 \1\2019
No. of Questions: (4)
Time: 1:30 hours
Using Calculator (No)

University of Palestine

Final Nursing Management
First semester
2018/2019
Total Grade: (60 Marks)

Instructor Name:
Student No.: _____
Student Name: _____
College Name: الدراسات المتوسطة
Dep./Specialist: Nursing
Using Dictionary (No)

Question No. I: Multiple choice questions (20 Marks)

Chose the most correct answer from the following (13 Marks)

1. When the nurse use the same schedule repeatedly, every week or every month this schedule called
 - a. Rotating schedules
 - b. Block or cyclical scheduling
 - c. Permanent shifts
 - 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 non 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
- 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. .What is not a characteristic of an organizational chart.
 - a. It shows the division of work
 - b. It shows the workload of each personnel
 - c. It reflects the type of work of each staff
 - d. It delineates the groupings according to type of work

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9.. All of the following is advantages of functional method except:

- a. Based on holistic philosophy of nursing.
- b. Not expensive.
- c. Staffs do only what able to do and trained to do.
- d. Helpful in critical shortage of nurses.

10. An organization chart shows the ----- structure of an organization:

- a. Personal.
- b. Impersonal.
- c. Formal.
- d. Informal.

11. In an organization chart, communication between superior position and subordinates positions is represented by which line:

- a. Vertical broken line.
- b. Vertical solid unbroken line.
- c. Horizontal unbroken line.
- d. Dotted or broken line.

12. In an organization chart, communication between individuals with same managerial positions is represented by which line:

- a. Vertical broken line.
- b. Vertical unbroken line.
- c. Horizontal solid unbroken line.
- d. Dotted or broken line.

13. A nurse manager is communicating with to coordinate clinical activities between different departments. What level of communications is he using?

- a. Downward.
- b. Lateral.
- c. Diagonal.
- d. Horizontal.

14. In which style from the following criticism is not given

- a. Autocratic.
- b. Democratic.
- b. Laissez-faire.
- c. Dominant

15. When there is a short in nursing staff the best method used for nursing care delivery system used is:

- a. Functional method
- b. primary method
- b. Case method
- d. no answer is correct

16. All of the following appears in the organizational structure except

- a- channels of communications
- b- Administrations and different departments
- c- The levels of managements
- d- Personal relationships between employees

17. Most common structure in health care facilities

- a. matrix structure
- b. line structure
- c. dual structure
- d. self-contained unite structure

18. Float nurse means

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

19. 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

20. Nursing care delivery system that involves one-to-one nurse patient ratio called:

- a. functional method
- c. primary method
- b. case method
- d. Team method

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Put (√) in front of the correct statement and (X) in front of the incorrect one. (20 Marks)		
#	√ / X	Statements
1.		Horizontal flow of communication occurs between employees of the same managerial level.
2.		In centralizing staffing one individual or computer preparing schedule for all staff
3.		Different work shifts increase nursing staff satisfaction
4.		The number of nursing staff should be divided equally among the three shifts.
5.		Formal structure appears on the organization chart.
6.		In the case method, a staff nurse is assigned the total care for patients for 24 hours
7.		faulty placement of a new employee may result in personal frustration
8.		Downward flow of authority (orders & commands) occurs from subordinate to superior
9.		the best leadership for nursing profession is Laissez-faire leadership
10.		in democratic style motivation for employees done by rewards and incentives
11.		Objectives are more specific and measurable than goals
12.		All persons can take the same decision when they enter countered to the same situation
13.		A permanent shift relieves nurses from stress and health related problems associated with rotating shifts
14.		Functional of nursing care is very expensive methods for health organization
15.		In functional method of nursing care, patient knows their nurses and times they are available.
16.		Do not verbally or non-verbally indicate the correct answer
17.		During the interview for a job used only questions that require yes or no answers
18.		New employees should have an orientation to the organizations departments, rules and regulations.
19.		to make appropriate assignment you need to know knowledge, skills and job description for each nurse working with you
20.		Decentralized staffing saving time for the manager

Question: 2: Match the following (12 Marks)				
1-Team Method	2-Primary Method	3-Rotating schedules	4-Case Method	5-Organization
6-Recruiting	7-Functional Method	8-Functional Structure	9-Fixed schedules	

#	Answer	Statements
1.		Employees are group in departments by task.
2.		the arrangement of human & non-human resources in an orderly fashion to make a meaningful whole that accomplishes organizational objectives.
3.		the nurse is assigned to care for group of patients (24 hrs.) a day through their stay in the hospital
4.		nursing care delivery based on group work philosophy
5.		Tasks are assigned to various personal based on complexity and required skills
6.		Moving between mornings, and evenings and nights during the week, common in hospitals
7.		One nurse is responsible for caring for one patient and providing all the care required
8.		the process of actively seeking out or attracting applicants for existing job or positions

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Question No. IV: Answer two questions from the following (12 Marks)

1. Explain the advantages and disadvantages of decentralized staffing,?
2. There are many nursing delivery methods mention these methods, and write advantages and disadvantages of functional method of these methods?
3. the staffing process for new employees includes many stage, mention these stages or components

**The end
Good Luck**