



Academic year: 2021/2022	Course title: Introduction in management (Nur308)
Academic level: master degree 2 nd term	Final Exam
Date: 25 \ 1 \ 2022	Total marks: 25 marks
Time allowed: 2 hrs.	Course's teacher: Prof . Dr. Hind abdullah

Question No. (1): Read the following statements carefully and put (T) for true statement and (F) for false statement. (7 marks)

1.	Administration activities carried out by those at the top level of the organization.	
2.	Centralization is concerned with decision making and action by top management	
3.	Regulations are policies that are developed at the middle and first level position in an organization	
4.	Decentralization Promotes nurse's enthusiasm and coordination	
5.	Total communication = 7 % verbal+38 % vocal (tone) + 55% facial	
6.	Horns effect is overemphasize a negative event	
7.	Directive leadership style encouraged creativity of staff	
8.	Size and organizational structure is a force within the leader	
9.	The rater in central tendency error tends to assign extreme ratings of either excellent or poor	
10.	Wide span of control was found with vertical chart	
11.	Delegation do not required subordinates to feedbac to the boss	
12.	Supervision focus on upgrading the staff members rather than improvement of work.	
13.	The supervisor help the inexperienced workers to understand what aspects of care are most important for each of patients, then encourage them to do their best	
14.	Techniques for developing effective verbal communication focus on the nurse appearance, gestures, expressions,and attending behaviors body	

Question No. (2): Choose the correct answer: (5marks)

1.	It is a social; and technical process that utilizes resources and facilities and influences human actions in order to accomplish an organization's goals is			
	a.	Management	b.	Administration
	c.	Leadership	d.	Supervision
2.	Is the degree to which a toll measures what it intends to measure			
	a.	Validity	b.	Utility
	c.	Reliabilty	d.	Objectivity
3.	It deals with original source from which one derives the right to take action such as health sector; ministry of health has ultimate authority			
	a.	Ultimate authority	b.	Operational authority
	c.	Legal authority authority	d.	Technical authority



4.	Comes into play when a person is compelled to do something or act a certain way as money or high score			
a.	Extrinsic Motivation	b.	Negative Motivation	
c.	Positive Motivation	d.	Internal Motivation	
5.	Is a continuous task of making contact with subordinates, training them, giving them orders, leading and motivating them.			
a.	Directing	b.	Controlling	
c.	Assembling Resources	d.	Staffing	
6.	Include the desire for love, friendship, and companionship. nurse seek to satisfy these needs through the time they spend with family, friends, and co-workers.			
a.	Social needs	b.	Security needs	
c.	Esteem needs	d.	Physiological needs	
7.	This kind of communication is build around the social relationship of the members of the organization			
a.	Thegrapevine' Communication	b.	Verbal	
c.	The Official Communication	d.	Non Verbal	
8.	Worthiness of beliefs , trustiness (I don't know the answer of that but I will fined the nurse whom find) is			
a.	Credibility	b.	Clarity	
c.	Humor	d.	Adaptability	
9.	It is brief statement for identifying the reason that an organization exist as well as its future aim or function. It is different from organization to another			
a.	Mission	b.	Philosophy	
c.	Vission	d.	Policies	
10.	Is the ability to look to things from another person`s point of view			
a.	Empathy	b.	Courage	
c.	Willing	d.	Able to conceptualize	



Question No. (3): Answer the following: (6 marks)

- A- Illustrates types of organizational charts?
- B- Illustrates the mechanism of motivation process?
- C- Identify measures to promote nurses' motivation?

Question No. (4): Read the following statement and then answer the following questions (7 marks):

Your appointed as a head nurse in operation theater and you have formal authority according your position, your hospital had many plans, from these plans renovation of a major wing. Accordingly;

- A- In this case, explain the type of budget must be used by the hospital? **(1 marks)**
- B- Explain the different types of planning in general? **(3 marks)**
- C- The budget that be will using in this situation follows any types of planning? **(1 marks)**
- D- As a head nurse you facing a repeated situations in your department, accordingly what the planning components that will be developed, and follow any type of planning. **(2 marks)**

Good luck

Prof Dr. Hind abdulla