



**Port-Said University
Faculty of Nursing**



Academic year: 2021/2022	Course title: Introduction in management (Nur308)
Academic level: Third level 2 nd term	Final Exam
Date: 21 \ 6 \ 2022	Total marks: 25 marks
Time allowed: 2 hrs.	Course's teacher: Ast. Prof . Dr. Hind abdullah

Question No. (1): Read the following statements carefully and put (T) for true statement and (F) for false statement. (5 marks)

1.	Management refer to activities carried out by those at the top level of the organization	
2.	Procrastination is considered an external time wasters	
3.	Decentralization is concerned with decision making and action by top management	
4.	Rules are policies that are developed at the middle and first level position in an organization	
5.	Total communication = 38 % verbal+55 % vocal (tone) + 7% facial	
6.	Strategic planning is concerned with the efficient, day to day use resource allocated to department manager's area of responsibility.	
7.	Supervision is the process to influencing the activities of an individual or a group	
8.	In participative style maximum control for the leader with minimum freedom for the group members	
9.	Technical skill is knowledge and understanding the total organization system and interrelationships between various subsystem and ability to make decisions based on this knowledge	
10.	Employee orientation, turnover, sick and holiday time, and education time considered as productive time of personnel budget	
11.	Narwo span of control was found with vertical chart	
12.	Nursing management is the process of working through nursing staff to provide care, cure and comfort to the clients	
13.	Planning components at the top of the hierarchy are more general and lower components are more specific	
14.	Standing plans: are predetermined courses of action developed for repeated situations such as policies, rules, regulations & procedures	
15.	Encouraged creativity is advantageof laissez-faire style	
16.	Revenues: are defined as "income or amounts owed for purchased services or goods.	
17.	The average worker is performs his\ her assignments adequately and dose not cause problems	
18.	Symbols, the use of common language and terms is environmental factor affect communication	
19.	Delegation provide an opportunity for some subordinates to experience feeling of accomplishment	
20.	Moderation is key, allow time to relax and for reflection	



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

1.	Are policies that are developed at the middle and first level position			
	a.	rules	b.	regulation
	c.	procedures	d.	policies
2.	The tool is actually useful in promoting change in employee behavior			
	a.	discrimination	b.	utility
	c.	reliabilty	d.	objectivety
3.	This is giving someone permission to do certain things through delegation of 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.	negative motivation	b.	extrinsic motivation
	c.	positive motivation	d.	internal motivation
5.	This last step in the management process involves setting up mechanisms for ongoing evaluation			
	a.	directing	b.	controlling
	c.	assembling resources	d.	staffing
6.	Communication, planning, delegation, priority goals, don't be a perfectionist, find a place to hide, and manage your health are principles of			
	a.	motivation process	b.	time management process
	c.	staffing process	d.	management process
7.	This kind of communication is established by management and formally pictured in the charts of the organization			
	a.	verbal communication	b.	the official communication
	c.	informal communication	d.	non verbal communication
8.	Trivia classified as			
	a.	not important and urgent	b.	not important and not urgent
	c.	important and not urgent	d.	important and urgent
9.	Is used to do list work related to activities for several days			



	a.	(to- do)	b.	time log
	c.	weekly schedule	d.	kardex system
10.	Non – verbal communication are considered to be a more accurate description of emotions than verbal messages and considered as			
	a.	80 % of communication	b.	85 % of communication
	c.	82 % of communication	d.	84 % of communication

Question No. (3): Matching : (5 marks)

1	Is build around the social relationship of the members of the organization	A	Directing
2	Is the ability to look to things from another person`s point of view	B	Management
3	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	C	Horns effect
4	Is a continuous task of making contact with subordinates, training them, giving them orders, leading and motivating them.	D	POSDCORB
5	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	E	Mission
6	This defect is overemphasize a negative event	F	Validity
7	A series of interrelated elements in management	G	Ultimate authority
8	Is the result of allowing one positive trait to influence the evaluation of other traits	H	Empathy
9	It deals with original source from which one derives the right to take action such as health sector; ministry of health has ultimate authority	I	Grapevine` Communication
10	Is the degree to which a tool measures what it intends to measure	J	Halo effect



Question No. (4): Defin the following terms: (one mark each)

1- Supervision

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2- Performance Appraisal

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3- Time Management

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4- Priority Goals

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5- Time Wasters

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Question No. (5):

5-Illustrates channels of communication in healthcare organizations? **(5 marks)**

Good luck

Prof Dr. Hind abdulla