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| **Academic year: 2022/2023** | **Final Term Exam** |
| **Fourth-year Exam** | **Nursing administration (Nur406)** |
| **Date: 14 \1 \2023** | **Total: 100 marks** |
| **Time: 3 hours** | **Prof / Sanaa Ghandour**  **Dr / Ghada El-ghabbour** |

**Question No. (1): choose the correct answer for each question: (30 marks):**

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| 1 | power represents the compliance that is achieved based on the ability to distribute positive benefits that others view as valuable is | | | | | | | | | | | | | | | | | | | | |
|  | 1. Legitimate | | | 1. Coercive | | | | | | | | | | | 1. Reward | | | | 1. Personal | | |
| 2 | Which of the following is not a characteristic of empowered employees? | | | | | | | | | | | | | | | | | | | | |
|  | a. | They are critical, have self-esteem, and are motivated | | | | | | | | | | | | b.They are challenged and encouraged | | | | | | | |
|  | c. | They monitor and improve their work continuously | | | | | | | | | | | | d.They do not find new goals and change challenges | | | | | | | |
| 3 | In the work environment, what is the meaning of empowerment? | | | | | | | | | | | | | | | | | | | | |
|  | a.Providing people the means, ability and authority to do something they have not done before | | | | | | | | | | | | | | | | | | | | |
|  | b.Discouraging people from doing something they have not done before | | | | | | | | | | | | | | | | | | | | |
|  | c.Threatening people to do something they have not done before | | | | | | | | | | | | | | | | | | | | |
|  | d.Threatening people to do something they have done before | | | | | | | | | | | | | | | | | | | | |
| 4 | In the job, an interactive process that develops, builds, and increases power through cooperation, sharing, and working together, means that.......... | | | | | | | | | | | | | | | | | | | | |
|  | a | Enrichment | | | | | | | | b.Empowerment | | | | c.Nourishment | | | | | | | d.Improvement |
| 5 | Which one of the following is not source of manager’s power: | | | | | | | | | | | | | | | | | | | | |
|  | a | Reward | | | | | | b.Legitimate | | | | | | c.Coercive | | | | | | | d.Efferent |
| 6 | Legitimate power is directly based on ......... | | | | | | | | | | | | | | | | | | | | |
|  | a.interpersonal trust and commitment of the manager | | | | | | | | | | | | | | b.the charisma of the leader | | | | | | |
|  | c.structural position of the manager in the organization | | | | | | | | | | | | | | d.personality traits of the manager | | | | | | |
| 7 | Which of the following types of power can be categorized as personal power? | | | | | | | | | | | | | | | | | | | | |
|  | a.Reward | | | b.Legitimate | | | | | | | | | | | c.Coercive | | | | d.Referent | | |
| 8 | Power is influence wielded as a result of proficiency, special skill, or knowledge is .... | | | | | | | | | | | | | | | | | | | | |
|  | a.Reward | | | b.Legitimate | | | | | | | | | | | c.Expert | | | | d.Referent | | |
| 9 | Which of the following types of power is most likely to be negatively related to employee satisfaction and commitment? | | | | | | | | | | | | | | | | | | | | |
|  | a.Reward | | | b.Legitimate | | | | | | | | | | | c.Coercive | | | | d.Referent | | |
| 10 | A change agent is the individual who: | | | | | | | | | | | | | | | | | | | | |
|  | a.supports change. | | | | b.opposes change | | | | | | | c.initiates change. | | | | d.helps implement change | | | | | |
| 11 | Which of the following types of power is possessed by individuals who have knowledge that is needed by others to function effectively in their roles. | | | | | | | | | | | | | | | | | | | | |
|  | a.Informational power | | | | | b.Persuasion power | | | | | | | c.Connection power | | | | | | d.feminist power | | |
| 12 | Which of the following types of power is comes from presenting an effective point of view. | | | | | | | | | | | | | | | | | | | | |
|  | a.Informational power | | | | | | b.Persuasion power | | | | | | c.Connection power | | | | | | | d.feminist power | |
| 13 | Which of the following components of psychological empowerment refers to confidence in one’s job performance abilities is…………………. | | | | | | | | | | | | | | | | | | | | |
|  | a.Meaning | | | | | | | | | b.Self-efficacy | | | | c.Competence | | | | | | | d.Impact |
| 14 | Which of the following components of psychological empowerment entails congruence between job requirements and an employee’s beliefs, values and behaviors. | | | | | | | | | | | | | | | | | | | | |
|  | a.Meaning | | | | | | | b.Competence | | | | | | c.Self-efficacy | | | | | | | d.Impact |
| 15 | Which of the following components of psychological empowerment is a sense of being able to influence importance outcomes within the organization | | | | | | | | | | | | | | | | | | | | |
|  | a. Meaning | | | | | | | b.Competence | | | | | | c.Self-efficacy | | | | | | | d.Impact |
| 16 | Which of the following components of structural empowerment refers to be able to engage in risk-taking behaviors and extraordinary activities without going through many layers of approval. | | | | | | | | | | | | | | | | | | | | |
|  | a.Access to Resources | | | | | | | | b.Access to Support | | | | | | c.power | | | | d.Opportunity | | |
| 17 | Which of the following components of structural empowerment refers to the ability to exert influence in the organization to bring in needed material, human or financial and other supplies needed to do the job. | | | | | | | | | | | | | | | | | | | | |
|  | a.Access to Resources | | | | | | b.Access to Support | | | | | | | | c.Power | | | | d.Opportunity | | |
| 18 | the observation and assessment of employee performance against pre-agreed and pre-established activities and standards, means | | | | | | | | | | | | | | | | | | | | |
|  | a.Performance measurement | | | | | | | | | | | | | b.Performance appraisal | | | | | | | |
|  | c.Performance observation | | | | | | | | | | | | | d.Performance identification | | | | | | | |
| 19 | Which of these is the main purpose of employee assessment? | | | | | | | | | | | | | | | | | | | | |
|  | a.Making correct decisions | | | b.To effect promotions based on competence and performance | | | | | | | | | | | c.Establish job expectations | | | | d.None of the above | | |
| 20 | How performance appraisal can contribute to a firm's competitive advantage? | | | | | | | | | | | | | | | | | | | | |
|  | a. Ensures legal compliances | | | | | | | | | | | | | b.Minimising job dissatisfaction and turnover | | | | | | | |
|  | c. Improves performance | | | | | | | | | | | | | d.All of the above | | | | | | | |
| 21 | ………….is a process of evaluating an employee’s performance of a job in terms of its requirements. | | | | | | | | | | | | | | | | | | | | |
|  | a.Performance Management | | | | | | | b.Performance analysis | | | | | | c.Performance appraisal | | | | | | | d.Performance evaluation |
| 22 | Performance appraisal aims at…………………….. | | | | | | | | | | | | | | | | | | | | |
|  | a.goals of employees | | | | b.Goals of organisation | | | | | | | | | c. both a & b | | | d.Neither a nor b | | | | |
| 23 | When the actual performance of the employees are measured then it will be compared with…… | | | | | | | | | | | | | | | | | | | | |
|  | a.Standard | | b.other members | | | | | | | | c.previous performance | | | | | | | d.group performance | | | |
| 24 | The performance Appraisal method BARS stands for........ | | | | | | | | | | | | | | | | | | | | |
|  | a.Behavioral Attitude rating system | | | | | | | | | | | | | b.Behavioral Attitude ranking System | | | | | | | |
|  | c.Behavioral Aptitude Ranking System | | | | | | | | | | | | | d.Behavioral Anchored Ranking Scale | | | | | | | |
| 25 | Which of the following is not a Performance Appraisal Biases | | | | | | | | | | | | | | | | | | | | |
|  | a.Halo effect | | | | | | | | | | | | | b.Central Tendency | | | | | | | |
|  | c.Personal Biases | | | | | | | | | | | | | d.Wrong survey | | | | | | | |
| 26 | If a worker has few absences, his supervisor might give him a high rating in all other areas of work” this is an example of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ bias in Performance Appraisal | | | | | | | | | | | | | | | | | | | | |
|  | a.Halo effect | | | | | | | | | | | | | b.Central Tendency | | | | | | | |
|  | c.Personal Biases | | | | | | | | | | | | | d.Stereo Typing | | | | | | | |
| 27 | He is not formally dressed up in the office. He may be casual at work too!”. This is an example of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ bias in Performance Appraisal | | | | | | | | | | | | | | | | | | | | |
|  | a.Halo effect | | | | | | | | | | | | | b.Central Tendency | | | | | | | |
|  | c.Personal Biases | | | | | | | | | | | | | d.Horn effect | | | | | | | |
| 28 | A professor, with a view to play it safe, might give a class grade near the equal . This is an example of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ bias in Performance Appraisal | | | | | | | | | | | | | | | | | | | | |
|  | a.Halo effect | | | | | | | | | | | | | b.Central Tendency | | | | | | | |
|  | c.Personal Biases | | | | | | | | | | | | | d.Horn effect | | | | | | | |
| 29 | Which of the following marketing planning takes a long–term time frame and broadly defines the organization and marketing activities? | | | | | | | | | | | | | | | | | | | | |
|  | a.Tactical marketing | | | | | | | | | | | | | b.Strategic marketing | | | | | | | |
|  | c. Operational marketing | | | | | | | | | | | | | d. day-to day marketing | | | | | | | |
| 30 | ……………. appraisal of a superior by an employee, which is more appropriate for developmental than for administrative purposes | | | | | | | | | | | | | | | | | | | | |
|  | a.Peer Appraisal | | | | | | | | | | | | | b.Team Appraisal | | | | | | | |
|  | c.Subordinate Appraisal | | | | | | | | | | | | | d.Self-Appraisal | | | | | | | |

**Question No. (2): Read the following statements and put the letter (T) if the statement is true and the letter (F) if the statement is false. (20 mark)**

|  |  |  |
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| 1 | Competitor means the actual or potential –direct or indirect –product positioning – strength and weakness of competitors |  |
| 2 | Intrapersonal power comes from connection, information, and group decision-making power. |  |
| 3 | One of the purposes of health care documentation is reimbursement for Financial bills. |  |
| 4 | Reports can be compiled daily, weekly, monthly, quarterly, and annually. |  |
| 5 | Intradepartmental reports are those exchanged between members of different categories within the nursing unit. |  |
| 6 | The primary nurse accepts total 24-hour responsibility for a patient’s nursing care. |  |
| 7 | Time schedule records should be made in duplicate, one copy is retained in the unit and the other is sent to the nursing office. |  |
| 8 | Patients census records could be filled by the head nurse |  |
| 9 | The model of nursing care used varies greatly from one facility to another and from one set of patient circumstances to another. |  |
| 10 | Attendance record is derived from the schedule records of the nursing units |  |
| 11 | Delegate the work to be done to the nursing personnel employed in the unit based on only the administrative policies. |  |
| 12 | Records are tools of communication between health workers, the family, and other development personnel. |  |
| 13 | nursing care assignment made by the nursing director. |  |
| 14 | Tactical marketing: Takes a long–term time frame and broadly defines the organization and marketing activities. |  |
| 15 | Marketing is the process of developing, promoting, and distributing products to satisfy customers’ needs and wants. |  |
| 16 | nursing care assignments are made by the nursing director. |  |
| 17 | In nursing care assignments roles the Geographical location of the unit and the assigned duties are considered to save nurses’ time and effort. |  |
| 18 | professional power Is generated by a dynamic, popular, and powerful persona. |  |
| 19 | Peer Appraisal means the appraisal done by an employee’s manager and often reviewed by a manager one level higher. |  |
| 20 | Delegate the work to be done to the nursing personnel employed in the unit based on the administrative policies, lines of authority, and job description |  |

**Question No. (3):Give Short acoount on (22.5 marks)**

1-5S ( 2.5 marks)

1. Lean Six Segma and Qaizen System (7.5 marks)
2. Charecteristics of good decision maker (2.5 marks)
3. Staffing process (2.5 marks)
4. Centralized schedule versus decentralized (5 marks)
5. Leadership and Management training program (2.5 marks)

**Question No. (4): Read the following carefully (27.5 marks).**

**Nurse leaders are invited to assess the broad lines for nursing career development around the country, the organizer conduct a meeting with them providing paper and pencil on table without discussion to reengennering nursing jobs, accordingly discuss the following:-**

1. Type of decision making with those leaders (top level managers) (3 marks)
2. Obstacles of decision (5 marks)
3. Job analysis (2.5)
4. Job description and job specifications (15 marks)

*With our Best Wishes*

Prof. Sanaa Ghandour

Dr. Ghada Ghadaur