



<b>Academic year:</b> 2019/2020	<b>Course title:</b> Nursing Administration
<b>Academic level:</b> 4 <sup>th</sup>	<b>Final Exam</b>
<b>Date:</b> 1 \7\2020	<b>Total marks:</b> 80 marks
<b>Time allowed:</b> 3 hrs	<b>Course's teacher:</b> Prof. Sanaa Abd el Azim Dr. Marwa Abdel Alim

**Answer the following questions:**

**Question No. (1): (20 marks):**

**Read the following statements carefully and put (T) for true statement and (F) for false statement.**

1.	Performance appraisal is a periodic non formal evaluation that evaluates the nurse performance by measuring them against specific job standards.	
2.	Expert power depends on establishing and maintaining a close personal relationship with someone.	
3.	Four P's in marketing process considered consumer's point of view.	
4.	The nurse manager used case methods of patient care delivery to ensure the continuity of care during the entire hospitalization period.	
5.	The appraisal process must meet the specific expectations of the job.	
6.	Functional method is considering an individualized patient care method.	
7.	Nurses who are involved in the appraisal process consistently perform better and are more satisfied.	
8.	The purpose of external marketing is to influence the perception of an organization by persons outside it.	
9.	In ranking method as an absolute method of performance appraisal, appraiser evaluates nurses by ranking them from best to worst on each performance dimension being considered.	
10.	Chick list as one of performance appraisal method can indicate the frequency or the degree of which the behavior occurs.	
11.	Reliability as Characteristics of an evaluation tool concerned with stability of results when used for a series of measurements or used by different evaluators.	
12.	In marketing process, the market mix emerges as combination of the four C's from the buyer's point of view.	



13.	Formal evaluation takes the form of giving frequent feedback to facilitate nurses' coaching and development.	
14.	Progressive patient care as one of nursing care assignment used diagnosis related group to placed patients in units.	
15.	Comparative methods of performance appraisal characterized by objectivity.	
16.	One of the manager responsibilities in selecting nursing care delivery models is assess the adequacy of nursing resources to support selected model.	
17.	Progressive patient care is the systematic grouping of patients according to type of disease and sex.	
18.	Power refers to feeling that the person is able to make something happen.	
19.	Team method reduces the time spent in performing non nursing activities.	
20.	Market share: is the percentage of the total available market for a product or service that is captured by an organization or product.	

**Question No. (2): (20marks):**

**Choose the correct answer:**

1.	<b>Which of the following nursing care assignment lead to great opportunity of initiative and shared responsibility?</b>			
	a.	Case method.	b.	Team method.
	c.	Functional method.	d.	Primary method.
2.	<b>When the manager uses him/herself as a standard in evaluating subordinate performance, thus he made a common problem in performance appraisal process which refers to:</b>			
	a.	Horns effect.	b.	Central tendency error.
	c.	Leniency/ strictness error.	d.	Similarity error.
3.	<b>Which of the following power is closely linked with Legitimate Power and uses in behavior modification process.</b>			
	a.	Reward Power.	b.	Coercive Power.
	c.	Informational Power.	d.	Connection Power.
4.	<b>Which of the following refers to individual blend of marketing tools or tactics an organization uses to achieve its objectives?</b>			
	a.	Market share.	b.	Marketing orientation.
	c.	Market research.	d.	Marketing mix.



5.	<b>You are a nurse manager working in a case model. You are presently working during a windy days. Your staff has been cut in half. You need to change the manner in which you assign patient care. One method of care delivery that might assist is:</b>			
	a.	Modular nursing.	b.	Team nursing.
	c.	Functional nursing.	d.	Primary nursing.
6.	<b>One advantage of Numerical rating scale is</b>			
	a.	Decrease patterns of performance appraisal errors.	b.	Specific human qualities that are known to be important in getting results.
	c.	Standardization of judgment criteria.	c.	Nurses were involved in performance appraisal.
7.	<b>Which of the following performance appraisal method useful in teaching nursing procedures</b>			
	a.	Numerical rating scale.	b.	Forced choice.
	c.	Checklist.	d.	Critical incident diary
8.	<b>STP in marketing process refers to:</b>			
	a.	Search.	b.	Segmentation.
	c.	Share.	c.	Implementation.
9.	<b>The nurse-manager who uses collegial relationships with her co-workers to achieve unit's objectives, which power she use?</b>			
	a.	Legitimate Power.	b.	Expert Power.
	c.	Referent Power.	d.	Connection Power.
10.	<b>Which of the following errors involves rating everyone pretty much as average?</b>			
	a.	Central tendency error.	b.	Leniency error.
	c.	Similarity error.	d.	Horn error.
11.	<b>Mr. Ahmed is a unit manager, he observed that infection rate in his unit was high and want to implement new strategies to control it but he face great resistance from the staff. So, decided to use his power to implement these strategies, which power he will use?</b>			
	a.	Pressure influence tactic.	b.	Behavior modification.
	c.	Connection.	d.	Referent.
12.	<b>The care delivery strategy that focuses on geographical location of patient rooms and assignment of nurses is.</b>			
	a.	Team strategy.	b.	Case strategy.
	c.	Functional strategy.	d.	Modular strategy.
13.	<b>When the nurse manager is able to remove him/her-self emotionally from a situation</b>			



	<b>when apprising the staff,</b>			
	a.	Objectively.	b.	Reliability.
	c.	Discrimination.	c.	Validity..
14.	<b>Which of the following is TRUE about functional nursing?</b>			
	a.	Concentrates on tasks and activities.	b.	One-to-one nurse-patient ratio.
	c.	Emphasizes use of group collaboration.	d.	Provides continuous, coordinated and comprehensive nursing services.
15.	<b>When the tool of performance appraisal is actually useful in promoting change in employee behavior, it refers to:</b>			
	a.	Reliability.	b.	Simplicity.
	c.	Utility.	d.	Validity.
16.	<b>In marketing process create something perceived as unique by your customers. Ex. Unmet service, quality measures, accreditation; refers to</b>			
	a.	Segmentation.	b.	Positioning.
	c.	Targeting.	d.	Differentiation.
17.	<b>Which of the following power based on specialized knowledge, skills, or abilities that are recognized and respected by others</b>			
	a.	Legitimate Power.	b.	Expert Power.
	c.	Referent Power.	d.	Connection Power.
18.	<b>When the manager overemphasizes a negative event, or underrates total performance during performance appraisal process. Which of the following error he made</b>			
	a.	Halo effect.	b.	Leniency error.
	c.	Horns effect.	d.	Similarity error.
19.	<b>Which of the following performance appraisal method done by predetermined percentages of rates are placed in small various number of performance categories.</b>			
	a.	Critical incident diary.	b.	Forced choice.
	c.	Forced distribution.	d.	Graphic rating scale.
20.	<b>Which of the following nursing care method concerned with maximize quality of care and improve cost-effectiveness?</b>			
	a.	Team methods.	b.	Case management.
	c.	Functional method.	d.	Primary method.

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

**Read the following objectives and answer the questions:**



- Identify principles of nursing care assignment
- Differentiate between:
- Referent Power & Connection Power

**Question No. (4): (10 marks):**

**Complete the following statement**

1. The choice of a nursing care model within hospital dependent on  
.....,.....,.....,.....
2. Factors that Kanter believes are particularly important to the growth of empowerment are: .....
3. Effective marketing evolves from a five-step linear process that includes  
.....
4. Characteristics of good assignment are .....
5. Modern Methods of Performance Appraisal are .....

**Question No. (5): (25 marks):**

**Answer the Following**

- 1-Classify types of decision according to managerial level (5 marks)
- 2-Discuss components of staff development (10 marks)
- 3- Mention barriers of decision making (5 marks)
- 4- list staffing process (5 marks)

**Good luck**