



Academic year: 2019/2020	Course title: Introduction to Administration (Nur308)
Academic level: 2 nd & 3 th	Final Exam
Date: 22 \1\2020	Total marks: 25 marks
Time allowed: 2 hrs	Course's teacher: Dr. Takwa Rashwan

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

1.	Controlling is an instruction or a series of instructions for doing something	
2.	Single-use plans sets a course of action for a particular set of circumstances	
3.	Capital Budget that includes daily expenses as the cost of electricity, repairs and maintenance, and medical, surgical supplies, office supplies, laundry	
4.	Downward Communication channel that occurs between individuals at the same level in hierarchy	
5.	External motivation arises from within an individual and aims at a sense of personal accomplishment	
6.	Staffing is the process of determining and assigning the right personnel to the right job	
7.	Authority is the right to take final decisions, to act or to command action of others	
8.	Polarities are two different values or points of view that are interdependent	
9.	Time waster defined as something that prevent a person from accomplish the job or achieving the goals	
10.	Centralization is the process of systematically delegating power and authority	

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

1.	Is an one element of management process that may be expressed as a following formula (SS + Sa + F + C + I)			
	a.	organizing	b.	planning
	c.	directing	d.	Controlling
2.	It is the learning activities that are granted to the employee outside organization			
	a.	Continuing education	b.	In-service education
	c.	a, b	d.	Non of the above
3.	This type reduces of stress, improves productivity, and contributes to a healthy workforce			
	a.	Passive communication	b.	Aggressive communication
	c.	Assertive communication	d.	Indirectly aggressive communication
4.	Is periodic formal evaluation of how well the employee has performed his duties during a specific time period			
	a.	directing	b.	Controlling
	c.	Performance appraisal	d.	Non of the above
5.	Types of in-service education programs include			
	a.	Orientation program	b.	Leadership and management program
	c.	Skill training program	d.	All of the above



6.	He is in a caretaker role, and has no vision of what could be is Characteristic of			
	a.	Laissez- faire style	b.	Transactional Leadership
	c.	Transformational Leadership	d.	Non of the above
7. is short-range (less than a year) planning			
	a.	Strategic planning	b.	Tactical Planning
	c.	Operational Planning	d.	Standing Plan
8.refers to number of subordinates that can be adequately supervised by one supervisor.			
	a.	Unity of Command	b.	Centralization
	c.	Chain of Command	d.	Spain of control
9.refers to the process of developing and retaining current workers and attracting highly skilled workers to work for a hospital			
	a.	Polarity Management	b.	Procrastination
	c.	talent management	d.	Responsibility
10.is delaying of doing something that should be done			
	a.	Procrastination	b.	Polarity
	c.	Human relation	d.	Talent

Question No. (3): (5 marks): Complete the following statements

1.	Elements of directing،.....،.....،.....
2.	Benefits of talent management.....،.....،.....،.....
3.	Guidelines for creating a polarity map.....،.....،.....،.....
4.	Importance of time management.....،.....،.....،.....

Question No. (4): (10 marks): Please answer the following the questions:

1. Mention the qualities of good leader
2. Identify the application of direction by the nurse manager
3. Identify advantages of democratic leader
4. Mention process of talent management
5. Mention 5 rights of delegation

Good luck

Dr. Takwa Rashwan