

اسئلة استرشادية لطلاب

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الثانية قسم ادارة التمريض

Introduction and planning

Statements		Answer
1- The vision of an organization explains where the organization wants to go and what it will look like when it gets there.		T
2- A brief statement identifying the reason that an organization exist as well as its future aim or function called is vision.		F
3- Mission of nursing service is to provide meticulous nursing care to patient.		T
4- Values are statements of values and beliefs that direct an organization in its attempt to achieve its mission.		F
5- Objectives are general statements for giving direction for what the organization seeks to accomplish (desired outcomes).		F
6- Organizational procedure explains and describes work methods and steps to be taken in each procedure.		F
7- Rules are describe specific, definite action to be taken or not to be taken with respect to the situation		T
8- Procedures elaborate the steps to be taken to implement a policy or to complete task (direction for action).		T
9- Written procedures promote efficiency, safety, and consistency.		T
10- Regulations that are policies developed at top level position in an organization are guidelines for action.		F

Which of the following is a determinative function:

- a. Administration.
- b. Management.
- c. Planning.
- d. Organizing

. It requires technical abilities:

- a. Administration.
- b. Management.
- c. Planning.
- d. Organizing.

It is focus in scope on major decisions of an organization:

- a. Administration.
- b. Management.
- c. Planning.
- d. Organizing.

. In which sequence we can arrange the element of management process:

- a. Planning, organizing, staffing, directing and controlling.
- b. Planning, staffing, organizing, directing and controlling.
- c. Planning, staffing, directing, organizing and controlling.
- d. Planning, staffing, controlling, organizing and directing.

1. Which of the following is incorrect?

- a. Planning is the part of the management process that attempts to define
- b. The approach to planning can differ greatly from manager to manager.
- c. Planning is a one time event.
- d. Planning is thinking out in advance the sequence of actions

3. Comprehensive, long range planning, focusing on broad enduring issues is called:

- a. Operational planning.
- b. Strategic planning.
- c. Niche planning.
- d. None of the above.

4. The first step in the planning process is to:

- a. Determine goals and objectives.
- b. Allocate resources.
- c. Establish an action plan.
- d. **Analysis and assessment of the system.**

5. Strategic objectives are set by:

- a. Middle management.
- b. **Top management.**
- c. Line management.
- d. All of the above.

6. Repeated use plans or standing plans include:

- a. Objectives and policies.
- b. Procedures and methods.
- c. Rules.
- d. **All of the above.**

budget

26. It includes services to be provided and resources the unit which type of budget:

- a. Capital budget.
- b. **Operational budget.**
- c. Personnel budget.
- d. Static budget.

27. It consists of the numbers of various nursing and support personnel which type of budget:

- a. Capital budget.
- b. Operational budget.
- c. **Personnel budget.**
- d. Static budget.

Standards

21. It involves activities concerned with the delivery of patient care:

- a. Structure standard.
- b. **Process standard.**
- c. Outcome standard.
- d. Optimal standard.

MCQ

1- Supervisor must observe continuously, When

- a- you care for your patients.
- b- you work with your staff
- C- After all care has been given
- d- All of the above**

2- The following are responsibilities of the supervisors concerning with their subordinates; **Except:**

- a- Handle their complaints fairly.
- b- Critique them constructively
- C- Praising them for well done work.
- d- Transmit problems with recommendations for solving them.**

3- The following are managerial skills are required of all supervisors, **Except :**

- a- Technical skills
- b- Tactical skills**
- c- Human skills
- d- Conceptual skill

4- The process of coordination covers the three following aspects, **Except :**

- a- Means such as laws, skills, norms
- b- Posts or positions
- c- The environment including time, place
- d- Observations**

5-The following are methods for achieving coordination, **Except :**

- a- Plans And Rules
- b- Scheduled meeting.
- c- Traditional blocks**
- d- Vertical channel of authority

Organizing

Through that everyone knows whom they should report and what responsibilities are expected at their level:

- a. Authority.
- b. Chain of command.
- c. Unity of command.**
- d. Delegation.

29. Through that the subordinate liable of answering for what occurs in an ethical and legal sense:

- a. Authority.
- b. Responsibility.
- c. Delegation.
- d. Accountability.**

30. Through that an assignment is provided to subordinates:

- a. Authority.
- b. **Responsibility.**
- c. Hierarchy.
- d. Accountability.

31. Through that the practice of turning over work related tasks to employees:

- a. Authority.
- b. Responsibility.
- c. Delegation.**
- d. Accountability.

32. It states that an employee should have only one manager to whom he is directly accountable to:

- a. Authority.
- b. Chain of command.
- c. Unity of command.**
- d. Delegation.

33. It illustrated the number of employees who report to one manager:

- a. Authority.
- b. Chain of command.
- c. Unity of command.
- d. Span of management.**

34. Which one is not correct as regard to organizational chart types:

- a. Vertical chart.
- b. Horizontal chart.
- c. Circular chart.
- d. Diagonal chart.**

35. It is included two or three clinically similar units that share resources:

a. Chain of command.

b. **Clusters.**

c. Unity of command.

d. Departmentalization.

36. It is a systematic and consistent delegation of authority to the levels where the work is performed:

a. Centralization.

b. **Decentralization.**

c. Centrality.

d. Departmentalization.

37. It focuses on the location of a position on an organization chart where frequent communication occurs:

a. Centralization.

b. Decentralization.

c. Centrality.

d. Clusters.

Organizing

(T and F):

1. Chain of command enforces responsibility and accountability	T
2. Decentralization means that the focus of decision making at lower level.	F
3. Putting the right man in the right job leading to specialization	T
4. Clarity helps in fixation of responsibility	T
5. Delegation allows development of personnel	T
6. Positions at the bottom of the hierarchy are vested with more formal authority than those at the top	F

No.	Statement	Answer
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1	The practice-pervasive functions of assessment, evaluation and nursing judgment may be delegated.	F
2	Punishing of the worker on her bad performance build a motivating climate.	F
3	Intrinsic motivators include desire to make money, work in a rich environment, or drive an expensive care.	F
4	The main job of intermediaries is to create interdepartmental coordination.	T
5	Job analysis including defining requirements, responsibilities, tasks, and qualifications of each position.	T
6	Supervisors are responsible for safe guarding subordinates' health and welfare while they are on the job.	T
7	Good supervision is not perspective.	T

IV. Choose the correct answer:

1- Objective of staffing is the following Except:

- a. Provide continuous quality nursing care
- b. Reduce trust between employee and manager**
- c. Provide new employees with orientation period.
- d. Recruit qualified nursing staff

2- Elements of staffing are the following Except:

- a. The selection of personnel.
- b. Assignment of individuals to a division
- c. Evaluation of staff performance.
- d. Arranging position within the hierarchy.**

3- Give quality care with efficient use of personnel at a reasonable cost, is one of the Of staffing:

- a. Objectives

- b. Goals**

- c. Functions

- d. Elements

4- Indicate the number and mix of personnel that should be on duty per each unit, per shift, per day.

- a. Staffing plan

- b. Staffing Mix

- c. Staffing pattern**

- d. Staffing approach

5- Determines the number of personnel that must be hired to deliver on that staffing pattern.

- a. Staffing plan**

- b. Staffing Mix

- c. Staffing pattern

- d. Staffing approach

Controlling

III- Put (T) in front of the true statement and (F) in front of fault statement: (10 Marks, one for each)

No.	Statements	Answer
1	Organization use preliminary control in three main areas human resources, material resources, and financial resources.	T
2	Concurrent control is applied too late to correct problems as they develop.	F
3	Feedback systems prevent managers to identify and correct the many unforeseen problems.	F
4	Planning provides the basis for the control process by providing the standards of performance	T
5	Apply standards to measure the activities of nursing management is the first step in controlling process	F
6	Foster inappropriate behavior is one of the positive effect of the controlling process	F
7	Reduces ambiguity is one of the negative effect of the controlling process	F
8	The effort to maintain control is restricted to managers	F
9	Nurse Manager will use all information to control the functioning system.	T
10	A good control system should not be integrated with planning activities	F

MCQ

1- Effectively communicating always to subordinates is one item of the

Preliminary control

Concurrent control

Post action control

2- One of the following is a negative effect of the controlling process:

- **Decrease satisfaction.**

- Clarifies expectations

- Provides feedback

3- One of the following is a positive effect of the controlling process:

- **Enhances performance**

- Consumes resources

- Creates feeling of frustrations and helplessness.

Directing

III- Put (T) in front of the true statement and (F) in front of fault statement: (10 Marks, one for each)

No.	Statements	Answer
1	The head nurse remains accountable for the tasks that she delegate.	T
2	Leading is a continuous task of making contact with subordinates, training them, giving them orders, leading and motivating them”.	F
3	- The practice-pervasive functions of assessment, evaluation and nursing judgment may be delegated.	F
4	- Supervision focuses on upgrading the staff members rather than on - improvement of the work	F
5	- Supervision should stimulate the staff to continuous self-improvement	T
6	Motivation is the process of authorizing a subordinate or peer to perform some portion of one’s official job duties.	F
7	Supervisor providing his subordinates with constructive criticism and adequate instructions, training, and evaluation	T
8	Delegatee is the person who is giving the direction that is, doing the delegation	F
9	Intrinsic motivators include desire to make money, work in a rich environment, or drive an expensive care	F
10	Coordination avoiding the unnecessary wastes or over use of nurses, time, effort or equipment and supplies	T
11	Memoranda are brief, informal written communication to transmit essential information to workers.	T

12	Apposition paper can be objectives and methodology of a proposed project to staff members.	T
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MCQ

1-Lack of experience in the job is one of the following

- **Barriers in delegator:**

- Barriers in the situation:

- Barriers in delegee

2- One of the following is a barriers in delegee;

- **Over dependence on the boss.**

- Fear of being disliked.

- Refusal to allow mistakes.

3- *The supervisor's responsibilities to his superior* include

- **Promote organization goals.**

- Know and understand each of them as individuals.

- Approach and cooperate with each of them as individuals.

4- Supervisors' responsibilities to their peers include:

- **Foster a spirit of cooperation and teamwork.**

- Strive for efficiency whenever and wherever possible.

- Use the organization's resources effectively.

5- Supervisors' responsibilities to their peers include:

- **Know and understand each of individual as a person.**

- Finding workers who are well equipped to handle their duties

- Standing behind your workers when they act under your orders or with your permission