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THE OPEN UNIVERSITY OF SRI LANKA
FACULTY OF HEALTH SCIENCES
DEPARTMENT OF NURSING
ACADEMIC YEAR 2018/2019 – SEMSETER I & II

BACHELOR OF SCIENCE HONOURS IN NURSING
NSU4209 MANAGEMENT & LEADERSHIP IN NURSING- LEVEL 6
FINAL EXAMINATION

DATE: 29TH NOVEMBER 2019 TIME: 09.30AM –12.30 PM

Part B - Matching Questions (10 marks)

Match the phrases given on the left with most relevant words given on the right. Put the letter belongs to the selected word in the brackets given on the left.

Left		Right
1. Process of influencing the activities of an individual or group to achieve a desired goal.	( )	A. Negotiating
2. An important component of recruitment process	( )	B. Leadership
3. Each worker is responsible to an immediate supervisor	( )	C. Modular nursing
4. Commonly use strategy in getting expert input in problem solving	( )	D. Lack of self-discipline
5. A process of back and forth communication to allow joint decision making	( )	E. "floating nurses"
6. This will occur when restraining forces are less than driving forces	( )	F. Brainstorming
7. Generally Nurses dislike to this concept	( )	G. Centralized operations
8. Combines the elements of team and functional delivery system	( )	H. Group dynamics
9. The study of individuals interacting in small groups	( )	I. Advertising
10. This is one of the internal time wasters	( )	J. Decentralized operations
		K. Change

Part C- Short Answer Questions (SAQs) (40 marks)

Answer within the given space. Answer all questions.

Question 01 (10 marks)

1.1) The **memo** is the most frequent form of written communication used by the manager. State **five (05)** factors that need to consider when writing memos.

(05 marks)

I. .....

II. .....

III. .....

IV. .....

V. .....

1.2) **Change** is the norm and is necessary if personal, as well as organizational, goals and objectives are to be met. This is one of the main responsibilities of the nurse manger. List **five (05)** reasons of nurse manager's resistance to change.

(05 marks)

I. .....

II. .....

III. .....

IV. .....

V. .....

Question 02 (10 marks)

A Nurse Manager plays a big role in creating the environment where all the nurses are expected to continuously learn. Continuing education enhances nursing practice and assists nurses to achieve their professional goals. Responsibility for the continuing education is shared between nurses and the nurse manager.

2.1) List **five (05)** nurse's responsibilities in continuing education. **(05 marks)**

I. .....

II. .....

III. .....

IV. .....

V. .....

2.2) List **five (05)** nurse manager's responsibilities in continuing education. **(05 marks)**

I. .....

II. .....

III. .....

IV. .....

V. .....

Question 03 (10 marks)

3.1) What are the main components of critical thinking required to make decisions and solve problems by the nurse managers. Write **four (04)** components.

(04 marks)

I. .....

II. .....

III. .....

IV. .....

3.2) Identify the main **six** factors **(06)** that affects to increase conflicts in health care system in Sri Lanka. **(06 marks)**

I. .....

II. .....

III. .....

IV. .....

V. .....

VI. .....

Question 04 (10 marks)

Efficient first level nurse manager must manage time as carefully as other human and financial resources.

4.1 Time wasters can be external or internal. List **five (05)** internal time wasters.

(05 marks)

I. .....

II. .....

III. .....

IV. .....

V. .....

4.2 What are the main strategies that the first level nurse manager can use to make optimal use of time. List **five (05)** of them. **(05 marks)**

I. .....

II. .....

III. .....

IV. .....

V. .....

Part D – Structured Essay Questions (SEQs) (20 marks)
Answer within the given space. Answer all questions.

Question 01 (10 marks)

Briefly describe 'participative management model (style)' which the nurse manager can follow and work well in managing the ward. **(10 marks)**

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Question 02 (10 marks)

Briefly describe how a first level nurse manger (Ward Sister/Ward Master) can motivate nursing staff. **(10 marks)**

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