05 JUL 2019

00792

The Open University of Sri Lanka
Department of Nursing – BSc Honours in Nursing Programme
NGU6601 - Management & Leadership in Nursing
Academic Year 2018 /2019 - Level 6- Semester II
NBT II

Please return your question paper with your answer sheet

Date: 05.07.2019 **Time: 11.00 a.m- 12.30 p.m**

Duration: 1 1/2 hours **Reg. No: .....**

Please read the instructions given below before answering the questions.

This question paper consists of four parts: Part A, Part B, Part C and Part D.

Answer all questions.

Part A -10 Multiple Choice Questions **(10 marks)**

There are **10 Multiple Choice Questions** in this paper and below each question or statement contains four responses. Select the **best response** to each question or statement and **encircle** it.

Part B -10 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.

Part C -03 Short Answer Questions (SAQs) **(45 marks)**
Answer within the given space.

Part D -02 Short Essay Questions (SEQs) **(35 marks)**
Answer within the given space.

Marking Purposes only	
Part A	
Part B	
Part C	
Part D	
Total	

Good Luck!

Part A – Multiple Choice Questions (10marks)

1) The ..... energy is directed towards achieving goals rather than determining what the goals should be.
   a) administrator's
   b) manager's
   c) leader's
   d) supervisor's

2) There are differences between the leader and the manager. Which of the following statement is **incorrect** regarding those differences?
   a) A leader focuses on purposes but a manager focuses on structures and processes.
   b) A leader does the right thing and a manager does each task the right way.
   c) A leader has a short term view while a manager has a long term view
   d) A leader rely on trust while a manager rely on control

3) The management style which is mainly depends on group cooperation, respect and trust is called as
   a) participative management
   b) management by objectives
   c) contingency management
   d) case management

4) The power based on the use of negative sanctions such as punishments is called,
   a) expert power
   b) referent power
   c) coercive power
   d) reward power

5) Which of the following statement **best** describes the nurse manager practicing contingency management style?
   a) The nurse manager has to have knowledge of several management styles
   b) Motivating staff towards goal achievement is the main task.
   c) The nurse manager has to have communication skills
   d) Nurse manager allows to make decisions and take actions.

6) In general, medical and surgical wards use the functional method of patient care delivery method. Which of the following statement is **correct** regarding the functional method?
   a) One nurse is responsible for giving bedside care, another one for administering medications and another one for wound dressing and so on.
   b) It is a one on one constant patient care for period of time.
   c) Giving total nursing care to the client from admission until discharge
   d) A team leader has the responsibility for coordinating the total care of a group of patients

7) Ignoring or mismanaging conflicts among the nurses in a ward will :
   a) demoralize staff
   b) build rapport
   c) maintain communication
   d) maintain negotiation

8) Organizational structure of the health care organization;
   a) Identify how to divide work and how to communicate
   b) Outline the leadership and its division
   c) Level of nurse managers' managerial skills
   d) Identify its autonomy

9) Person's based on the authority and on a role or position is recognized by others in the organization. This type of power is called as;
   a) coercive power
   b) legitimate power
   c) reward power
   d) referent power

10) Which of the following principle is in the Fayol's 14 Principles of Management ?
   a) Authority and responsibility
   b) Policies
   c) Centralized operation
   d) Culture

Reg. No: 00792

Part B – 10 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. Every employee should receive instructions about a particular work from one superior only	( )	A. Incident report
2. Having harmonious interpersonal relationship and teamwork	( )	B. Management
3. Social fabric of an organization	( )	C. Integrity
4. One of the step in risk management process	( )	D. Culture
5. Identify events that are not included as routine functions for health care consumers	( )	E. Implement the selected technique
6. Quality of a leader	( )	F. Conceptual skills
7. Essential component of an organization for its smooth function	( )	G. Equity
8. Low level managers essentially needs	( )	H. Unity of command
9. All employees in an institution should be treated alike	( )	I. Esprit de Corps
10. Top level managers must have	( )	J. Protocol
		K. Technical skills

Part C- Short Answer Questions (45 marks)

Question 01 (08 marks)

There are some strategies available to assist the manager to deal with conflict situations. By analyzing that conflict situation thoroughly, the manager will be able to handle the situation in a better way and get a good outcome.

1.1 What are the **five (05)** main characteristics of a conflict situation given by Filley(1975)? **(5 marks)**

i. .....

ii. .....

iii. .....

iv. .....

v. .....

1.2 Write **three (03)** main types of conflicts. **(3 marks)**

i. .....

ii. .....

iii. .....

Question 02 (22 marks)

Lewin (1993) identified three main styles of leadership. Among those, there is a one leadership style which that leader makes the final decision by gathering ideas and information from staff before making a decision.

2.1 What is that leadership style? Name it. **(02 marks)**

.....

2.2 List **three (03)** main characteristics that the above mentioned staff should have. **(06 marks)**

i. .....

ii. .....

iii. .....

2.3 Write **two (02)** situations where that the above leadership style should not be used. **(04 marks)**

i. .....

ii. .....

2.4 What are the main factors that the leader has to think about before selecting the leadership style? List **five (05)** of them. **(10 marks)**

i. .....

ii. .....

iii. .....

iv. .....

v. .....

Question 03 (15 marks)

Write descriptions on the following areas in given spaces. **(15 marks)**

3.1 Avoiding; lose- lose

3.2 Procrastination

3.3 Scalar Chain

3.1 Avoiding; lose- lose

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3.2 Procrastination

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3.3 Scalar Chain

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Reg. No: 00792

Part D- Short Essay Questions (35 marks)

Question 01

(15 marks)

Describe and discuss fruitful steps in developing a professional practice environment in clinical setting.

Question 02 **(20 marks)**

Discribe the causes and risk factors of stress among nurses in the clinical setting.