

**TILAK MAHARASHTRA VIDYAPEETH, PUNE**  
**BACHELOR OF SCIENCE (B.Sc.) NURSING**  
**EXAMINATION: JULY – 2022**  
**FOURTH YEAR**  
**SUB: Management of Nursing Services & Education (BN-404)**

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**Date: 22/07/2022**

**Total Marks: 75**

**Time : 10.00 am to 1.00 pm**

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**Instructions :-**

- 1) All questions from Section A, B & C are compulsory.
  - 2) Separate answer sheets for Section A will be provided in the beginning and collected after 15 minutes, it shall be followed by Section B & C.
  - 3) Use separate answer sheets for Section B & C.
  - 4) Draw neat & labelled diagram wherever necessary.
  - 5) Avoid overwriting and striking off the answers once written.
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**SECTION - A**

- 1) Answer has to be marked on the answer sheet provided and NOT on the question paper.
  - 2) Each question carries 1 Mark.
  - 3) For answering MCQ's fill the circle with blue ball pen only.
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**Q. 1. Choose the most appropriate option. (15)**

- 1) The basic or primary function of management is
  - a) planning
  - b) directing
  - c) controlling
  - d) supervision
- 2) The process of filling all positions with adequate and qualified personnel is called
  - a) selection
  - b) promotion
  - c) recruitment
  - d) staffing
- 3) To ensure quality education programs, the following necessary for institutions.
  - a) Permission
  - b) Credentiling
  - c) Accreditation
  - d) Affiliation
- 4) Communication that takes place between a manager and employees of other work groups is called
  - a) Upward communication
  - b) Forward communication
  - c) Diagonal communication
  - d) Horizontal communication
- 5) All of the following are the stages of group dynamics except.
  - a) Storming
  - b) Forming
  - c) Processing
  - d) Performing
- 6) All the following are the principles of coordination except.
  - a) Reciprocity
  - b) Continuity
  - c) Pervasiveness
  - d) Direct personal contact
- 7) The following is the process of dynamic interpersonal relationship designed to influence the attitudes of a person.
  - a) Counselling
  - b) Motivation
  - c) Guidance
  - d) Communication
- 8) The following are the areas of inservice education except :
  - a) Skill training
  - b) Adult training
  - c) Leadership and management
  - d) Continuing education
- 9) To give advice on policies and support the college staff in implementing these policies is by.
  - a) Standing committee
  - b) Advisory committee
  - c) Discipline committee
  - d) Administrative committee

- 10) Johari Window was developed by Joseph Cuft and Murry Inghor to understand following.
- |                            |                       |
|----------------------------|-----------------------|
| a) Public relations        | b) Human relations    |
| c) Interpersonal relations | d) Employee relations |
- 11) Gantt chart is used to
- |                           |  |
|---------------------------|--|
| a) improve performance    | b) show work planned and work accomplished           |
| c) represent project plan | d) reduce time and cost required to complete project |
- 12) Goals/steps which an organization tries to achieve
- |              |           |
|--------------|-----------|
| a) mission   | b) vision |
| c) objective | d) plan   |
- 13) Strategic planning is undertaken by
- |                          |                       |
|--------------------------|-----------------------|
| a) Middle level managers | b) Top level managers |
| c) Top level managers    | d) Ground staff       |
- 14) The process of identifying understanding and adopting outstanding practices from within the organization or from other organization to help improve performance is called
- |                  |                    |
|------------------|--------------------|
| a) bench marking | b) Indicator       |
| c) colour coding | d) Quality marking |
- 15) All of the following are approaches to discipline except.
- |                            |                           |
|----------------------------|---------------------------|
| a) Human resource approach | b) Leadership approach    |
| c) Judicial approach       | d) Supervisional approach |

### **SECTION – B**

**Q. 2. Answer the following in short. (Any Four) (20)**

1. Explain the stages of group dynamics
2. Difference between Administration and Management
3. PERT chart
4. Describe the criteria of Good plan
5. Nursing Audit
6. Purposes and principles of record writing

**Q. 3. Answer the following.**

1. Define management (02)
2. List the functions of Management (03)
3. Describe the principles of Management you would apply in a hospital setting as a nurse manager. (05)

### **SECTION – C**

**Q. 4. Answer the following. (Any Three) (15)**

1. Controlling
2. Functions of hospital
3. TNAI
4. Material Management
5. Budgeting in Nursing

**Q. 5 Answer the following.**

1. Define organizational behaviour (02)
2. Explain the elements of communication process (05)
3. How will you implement the different methods for communication for nursing communication in Hospital setting. (08)