

1. Given a matrix organizational structure in which each unit manager reports directly to the nursing administrator and works directly with the staff development department, who should do the performance evaluation for the unit manager?
 - A) CEO (administrator)
 - B) Nursing administrator
 - C) Staff development officer
 - D) RN

2. In an organization in which the housekeeping director and the nursing director are on the same level, both report to a higher level administrator, and both have individual unit managers who report to them, to whom should the staff nurse direct concerns about the adequacy of the cleaning done by an individual housekeeper?
 - A) To the housekeeper individually
 - B) To the nursing unit manager
 - C) To the director of nursing
 - D) To the director of housekeeping

3. In applying Maslow's hierarchy of needs to members of an organization, the informal organization is most likely to meet which needs?
 - A) Belonging/social
 - B) Ego or self-esteem
 - C) Security/safety
 - D) Physiologic

4. Before John accepted a position at Mercy Hospital, he asked a number of employees about their perceptions of the prevailing feelings and values of the organization. What was he evaluating?
 - A) The informal organization
 - B) The organizational culture
 - C) The organizational climate
 - D) The organizational philosophy

5. Mary works in an organization in which the nursing staff and the nursing management are both involved in making decisions as opposed to having the decisions made at an administrative level only. Which professional practice model does this represent?
 - A) An autocratic model
 - B) A democratic model
 - C) A multicratic model
 - D) A shared governance model

6. A nurse who is interested in participating in decision making is most likely to find this opportunity in which type of organization?
- A) Tall
 - B) Flat
 - C) Matrix
 - D) There is no difference
7. What is meant by the term organizational structure? (Mark all that apply.)
- A) The way in which decision making occurs
 - B) The way in which a group is formed
 - C) The way in which the informal organization operates
 - D) The way in which social alliances are made
 - E) The way in which lines of communication flow
8. Why is a hospital's mission statement important to clients?
- A) It helps clients to know if the institution will meet their needs.
 - B) It helps clients to know if the hospital is good.
 - C) It helps clients to know how care is given.
 - D) It helps clients to know how culturally diverse the institution is.
9. Where would you look to gain information about who is to make specific decisions for an organization?
- A) In the mission statement
 - B) In the policy manual
 - C) In the procedure manual
 - D) In the philosophy statement
10. Why might you want to change the organizational culture or climate?
- A) You may feel the efforts and accomplishments of the employees receive too little recognition.
 - B) You disagree with the unit supervisor regarding staffing patterns.
 - C) You believe there is a better method of introducing a new procedure.
 - D) You want to take actions that will result in an internal promotion.
11. The form of care delivery in which an individual monitors the patient's interaction with the entire health care system is known as which one of the following?
- A) Primary nursing
 - B) The case method
 - C) Total patient care
 - D) Case management

12. What is the purpose of the nursing philosophy of any organization?
- A) It is needed for legal incorporation.
 - B) It spells out the broad goals of that organization.
 - C) It outlines the values and beliefs of members.
 - D) It identifies the spiritual affiliation of the organization.
13. What are the criteria for Magnet Hospital Status? (Mark all that apply.)
- A) Low staff nurse turnover rate
 - B) High educational level of staff nurses
 - C) Appropriate resolution of grievances
 - D) Data collection by staff nurses
 - E) Authoritarian management throughout organization
14. What is known as the official power an individual has to approve an action, to command an action, or to enforce a decision?
- A) Accountability
 - B) Advocacy
 - C) Authenticity
 - D) Authority
15. Which of the following is the best definition of span of control?
- A) The number of subordinates for which one person in the organization is responsible
 - B) The right one person has to control resources and actions
 - C) The responsibility one person has for seeing that the activities are carried out
 - D) The way actions occur within an organization
16. As public scrutiny of health care facilities becomes more common, more attention will be paid to organizational _____.
17. In hospitals with shared governance, what are nurses now doing?
- A) Defining salaries and benefits
 - B) Providing excellent patient care
 - C) Having more satisfactory social relationships
 - D) Showing a decreased level of job satisfaction
18. In a shared governance model, managers must learn to share _____ over key areas that were their sole domain such as scheduling, budgeting, and staffing.

19. The informal organization is a necessary and integral part of every organization. Informal communication is often termed as coming via the _____.
20. The informal organization, while primarily social in nature, can assist an organization in what?
- A) Upward communication
 - B) Meeting goals
 - C) Increasing staff turnover
 - D) Mandating teamwork

Answer Key

1. B
2. B
3. A
4. C
5. D
6. B
7. A, B, E
8. A
9. B
10. A
11. D
12. C
13. A, C, D
14. A
15. A
16. Effectiveness
17. A
18. Authority
19. Grapevine
20. B