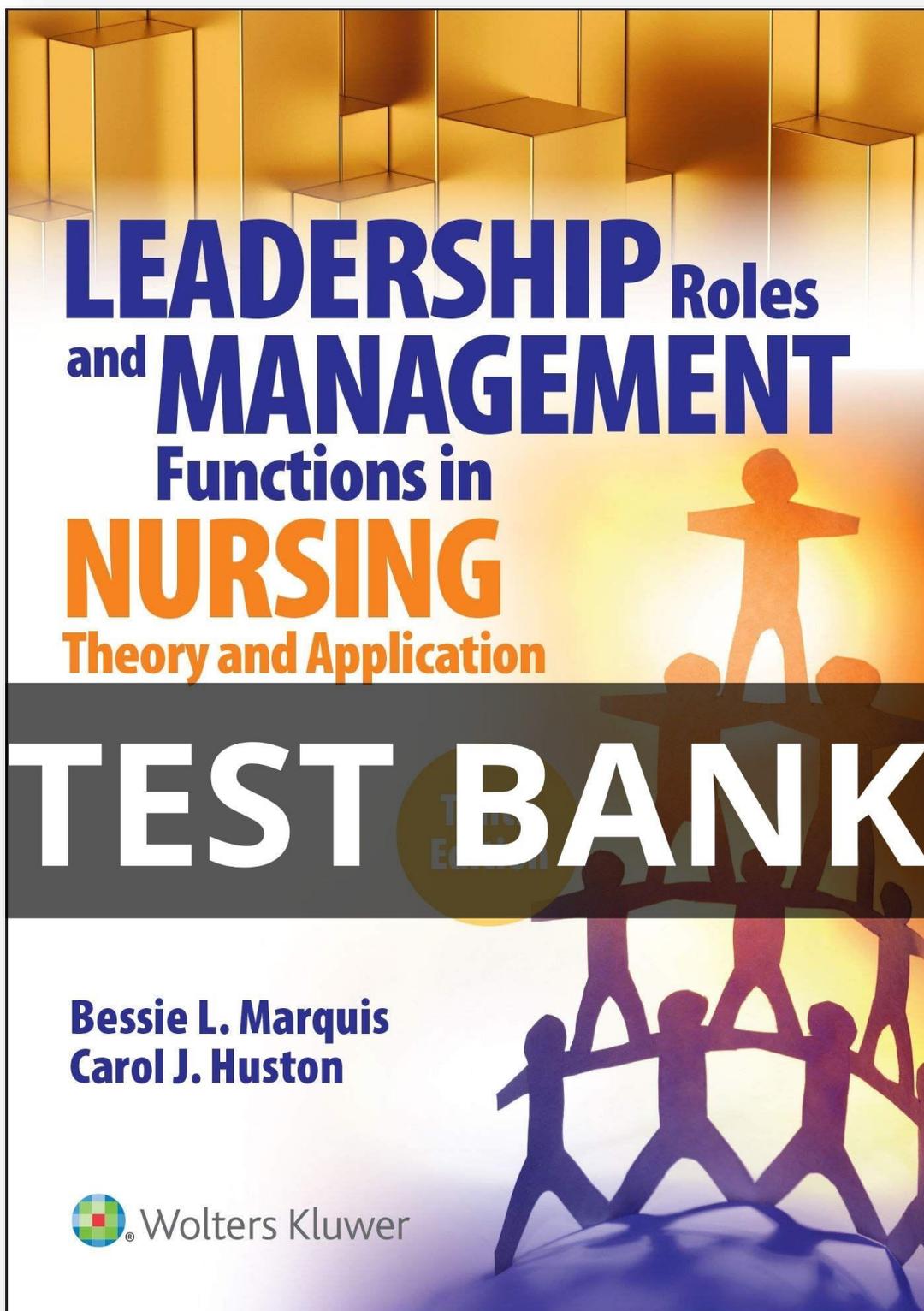


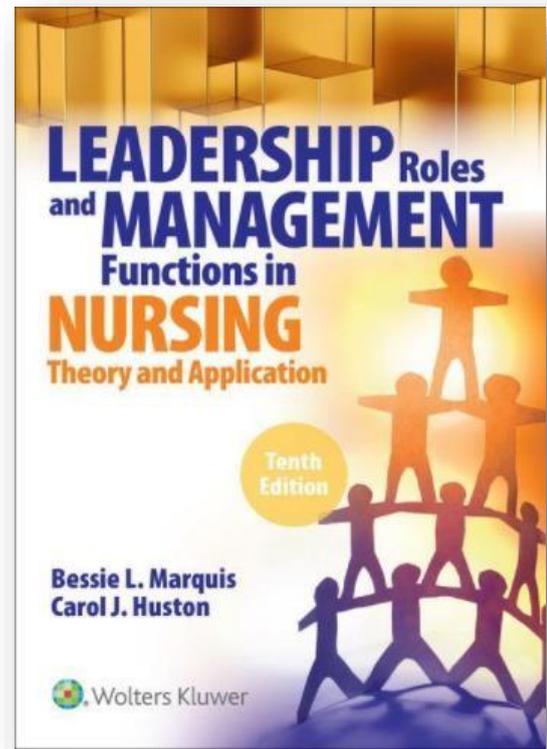
Test Bank

**Leadership Roles and Management
Functions in Nursing 10th Edition by
Bessie L Marquis & Carol Huston**



**TEST BANK FOR
LEADERSHIP ROLES AND MANAGEMENT
FUNCTIONS IN NURSING 10TH EDITION
MARQUIS HUSTON TEST BANK**

- Chapter 1: Decision Making, Problem Solving, Critical Thinking, and Clinical Reasoning: Requisites for Successful Leadership and Management
- Chapter 2: Classical Views of Leadership and Management
- Chapter 3: Twenty-First-Century Thinking About Leadership and Management
- Chapter 4: Ethical Issues
- Chapter 5: Legal and Legislative Issues
- Chapter 6: Patient, Subordinate, Workplace, and Professional Advocacy
- Chapter 7: Organization Planning
- Chapter 8: Planned Change
- Chapter 9: Time Management
- Chapter 10: Fiscal Planning and Health-Care Reimbursement
- Chapter 11: Career Planning and Development in Nursing
- Chapter 12: Organization Structure
- Chapter 13: Organization, Political, and Personal Power
- Chapter 14: Organizing Patient Care
- Chapter 15: Employee Recruitment, Selection, Placement, and Indoctrination
- Chapter 16: Educating and Socializing Staff in a Learning Organization
- Chapter 17: Staffing Needs and Scheduling Policies
- Chapter 18: Creating a Motivating Climate
- Chapter 19: Organization, Interpersonal, and Group Communication in Team Building
- Chapter 20: Delegation
- Chapter 21: Conflict, Workplace Violence, and Negotiations
- Chapter 22: Collective Bargaining, Unionization, and Employment Laws
- Chapter 23: Quality Control in Creating a Culture of Patient Safety
- Chapter 24: Performance Appraisal
- Chapter 25: Problem Employees: Rule Breakers, Marginal Employees, and the Chemically or Psychologically Impaired



Chapter 1 Decision Making, Problem Solving, Critical Thinking, and Clinical Reasoning:
Requisites for successful leadership and management

1. What statement is true regarding decision making?

- A) It is an analysis of a situation
 - B) It is closely related to evaluation
 - C) It involves choosing between courses of action
 - D) It is dependent upon finding the cause of a problem
- Ans: C

Feedback:

Decision making is a complex cognitive process often defined as choosing a particular course of action. Problem solving is part of decision making and is a systematic process that focuses on analyzing a difficult situation. Critical thinking, sometimes referred to as reflective thinking, is related to evaluation and has a broader scope than decision making and problem solving.

2. What

- 1. A) Its need for implementation time
- 2. B) Its lack of a step requiring evaluation of results
- 3. C) Its failure to gather sufficient data
- 4. D) Its failure to evaluate alternatives

Ans: A

Feedback:

The traditional problem-solving model is less effective when time constraints are a consideration. Decision making can occur without the full analysis required in problem solving. Because problem solving attempts to identify the root problem in situations, much time and energy are spent on identifying the real problem.

3. Which of the following statements is true regarding decision making?

- 1. A) Scientific methods provide identical decisions by different individuals for the same problems

2. B) Decisions are greatly influenced by each persons value system
3. C) Personal beliefs can be adjusted for when the scientific approach to problem solving is used
4. D) Past experience has little to do with the quality of the decision

Ans: B

Feedback:

Values, life experience, individual preference, and individual ways of thinking will influence a persons decision making. No matter how objective the criteria will be, value judgments will always play a part in a persons decision making, either consciously or subconsciously.

is a weakness of the traditional problem-solving model?

Page 1

4. What influences the quality of a decision most often? A) The decision makers immediate superior
- B) The type of decision that needs to be made
- C) Questions asked and alternatives generated
- D) The time of day the decision is made

Ans: C

Feedback:

The greater the number of alternatives that can be generated by the decision maker, the better the final decision will be. The alternatives generated and the final choices are limited by each persons value system.

5. What

1. A) Good decision makers are usually right-brain, intuitive thinkers
2. B) Effective decision makers are sensitive to the situation and to others
3. C) Good decisions are usually made by left-brain, logical thinkers
4. D) Good decision making requires analytical rather than creative processes

Ans: B

Feedback:

Good decision makers seem to have antennae that make them particularly sensitive to other

people and situations. Left-brain thinkers are typically better at processing language, logic, numbers, and sequential ordering, whereas right-brain thinkers excel at nonverbal ideation and holistic synthesizing.

does knowledge about good decision making lead one to believe?

6. What

1. A) The planning process of management
2. B) The evaluation phase of the executive role
3. C) One step in the problem-solving process
4. D) Required to justify the need for scarce items

Ans: C

Feedback:

Decision making is a complex, cognitive process often defined as choosing a particular course of action. Decision making, one step in the problem-solving process, is an important task that relies heavily on critical thinking and clinical reasoning skills.

is the best definition of decision making?

Page 2

7. If decision making is triggered by a problem with what does it end?

1. A) An alternative problem
2. B) A chosen course of action
3. C) An action that guarantees success
4. D) A restatement of the solution

Ans: B

Feedback:

A decision is made when a course of action has been chosen. Problem solving is part of decision making and is a systematic process that focuses on analyzing a difficult situation. Problem solving always includes a decision-making step.

8. Why do our values often cause personal conflict in decision making?

1. A) Some values are not realistic or healthy

2. B) Not all values are of equal worth
3. C) Our values remain unchanged over time
4. D) Our values often collide with one another

Ans: D

Feedback:

Values, life experience, individual preference, and individual ways of thinking will influence a persons decision making. No matter how objective the criteria will be, value judgments will always play a part in a persons decision making, either consciously or subconsciously.

9. Which statement is true concerning critical thinking?

1. A) It is a simple approach to decision making
2. B) It is narrower in scope than decision making
3. C) It requires reasoning and creative analysis
4. D) It is a synonym for the problem-solving process

Ans: C

Feedback:

Critical thinking has a broader scope than decision making and problem solving. It is sometimes referred to as reflective thinking. Critical thinking also involves reflecting upon the meaning of statements, examining the offered evidence and reasoning, and forming judgments about facts.

Page 3

10. How do administrative man managers make the majority of their decisions?

1. A) After gathering all the facts
2. B) In a manner good enough to solve the problem
3. C) In a rational, logical manner
4. D) After generating all the alternatives possible

Ans: B

Feedback:

Many managers make decisions that are just igood enoughi because of lack of time, energy, or creativity to generate a number of alternatives. This is also called isatisficing.i Most

people make decisions too quickly and fail to systematically examine a problem or its alternatives for solution.

11. What

1. A) Is evaluation necessary when using a good decision-making model?
2. B) Can evaluation be eliminated if the problem is resolved?
3. C) Will the effectiveness of the decision maker be supported?
4. D) Will the evaluation be helpful in increasing ones decision-making skills?

Ans: D

Feedback:

The evaluation phase is necessary to find out more about ones ability as a decision maker and to find out where the decision making was faulty.

12. Which statement concerning the role of the powerful in organizational decision making is true?

1. A) They exert little influence on decisions that are made
2. B) They make decisions made that are in congruence with their own values
3. C) They allow others to make the decisions however they wish
4. D) They make all the important decisions with consideration to others

Ans: B

Feedback:

Not only does the preference of the powerful influence decisions of others in the organization, but the powerful are also able to inhibit the preferences of the less powerful. Powerful people in organizations are more likely to have decisions made that are congruent with their own preferences and values.

needs to be considered in evaluating the quality of ones decisions?

Page 4

13. One of the nurses on the unit said, iMale patients have a low threshold for pain.i This is an example of what type of illogical thinking?

- A)
- B)

C)

D)

Ans:

Feedback:

This type of illogical thinking occurs when one believes that because A has a particular characteristic, every other A also has the same characteristic. This kind of thinking is exemplified when stereotypical statements are used to justify arguments and decisions.

14. What effect of organizational power on decision making is often reflected in the tendency of staff?

1. A) Making decisions independent of organizational values
2. B) Not trusting others to decide
3. C) Desiring personal power
4. D) Having private beliefs that are separate from corporate ones

Ans: D

Feedback:

The ability of the powerful to influence individual decision making in an organization often requires adopting a private personality and an organizational personality.

Affirming the consequences Arguing from analogy Deductive reasoning Overgeneralizing

D

15. What

1. A) Examine alternatives visually and compare each against the same criteria
2. B) Quantify information
3. C) Plot a decision over time
4. D) Predict when events must take place to complete a project on time

Ans: A

Feedback:

A decision grid allows one to visually examine the alternatives and compare each against the same criteria. Although any criteria may be selected, the same criteria are used to analyze each alternative.

does a decision grid allow the decision maker to do?

Page 5

16. What statement regarding management decision-making aides is true? A) They are subject to human error
B) They ensure good decision making
C) They eliminate uncertainty and risk
D) They tend to save management time

Ans: A

Feedback:

Management decision-making aides are subject to human error. Some of these aides encourage analytical thinking, others are designed to increase intuitive reasoning, and a few encourage the use of both hemispheres of the brain. Despite the helpfulness of these tools, there is a strong tendency for managers to favor first impressions when making a decision, and a second tendency, called confirmation biases, often follows.

17. What
1. A) Discrete, unconscious process to allow individuals to solve problems quickly
 2. B) Set of rules to encourage learners to discover solutions for themselves
 3. C) Formal process and structure in the decision-making process
 4. D) Trial-and-error method or rules-of-thumb approach

Ans: A

Feedback:

Most individuals rely on discrete, often unconscious processes known as heuristics, which allows them to solve problems more quickly and to build upon experiences they have gained in their lives. Thus, heuristics use trial-and-error methods or a rules-of-thumb approach, rather than set rules, and in doing so, encourages learners to discover solutions for themselves.

18. Which statement is true regarding an economic man style manager?

1. A) Lacks complete knowledge and generates few alternatives
2. B) Makes decisions that may not be ideal but result in solutions that have an adequate outcome

3. C) Makes most management decisions using the administrative man model of decision making
4. D) These managers gather as much information as possible and generate many alternatives

Ans: D

Feedback:

Economic managers gather as much information as possible and generate many alternatives. Most management decisions are made by using the administrative man model of decision making. The administrative man never has complete knowledge and generates fewer alternatives.

is heuristics?

Page 6

19. What is a characteristic of a left-brain thinker? A) Creative
B) Intuitive
C) Analytical
D) Holistic

Ans: C

Feedback:

Analytical, linear, left-brain thinkers process information differently from creative, intuitive, right-brain thinkers. Left-brain thinkers are typically better at processing language, logic, numbers, and sequential ordering, whereas right-brain thinkers excel at nonverbal ideation and holistic synthesizing.

20. What type of brain dominance creates a management style that is highly organized and detail oriented?
 1. A) Upper left brain
 2. B) Upper right brain
 3. C) Lower left brain
 4. D) Lower right brain