

Course No: MAH1301  
Course Title: Health Management  
Date: 19/11/2011  
No. of Questions: (8)  
Time: 1hour  
Using Calculator (No)

University of Palestine  
  
Midterm Exam  
First term 2011/2012  
Total Grade: 20 Marks

Instructor Name: Dr. Amjad El-Shanti  
Student No.: \_\_\_\_\_  
Student Name: \_\_\_\_\_  
College Name: Business & Finance Administration  
Dep./Specialist: Management (English)  
Using Dictionary (No)

**Question One : (2.5 marks)**

**Put the sign (√) against the right sentences and the sign (X) against the wrong sentences:**

- 1- The managerial grid leaderships styles are classified according concern for production and people ( ).
- 2- Classical approaches to management emphasis on social factors at work ( ).
- 3- As companies grow, they build shorter hierarchy, but widen span of control ( ).
- 4- Power culture is based on direction, decisiveness, and determination ( ).
- 5- One of benefits of planning is that allowing change quickly ( ).

**Question Two: (2.5 marks)**

**Write the managerial term against the following phrases:**

- 1- ( ) The pattern of relationship among positions and members of the organization.
- 2- ( ) Organization in terms of specialization, hierarchy of authority, system of nucleus, and impersonality.
- 3- ( ) The commonly held and relatively stable beliefs, attitudes, and values that exist within organization.
- 4- ( ) Judgment of value based on measuring or assessing the achievement of program activities.
- 5- ( ) General statement that describes the final outcome of program project.

**Question Three: (2.5 marks)**

**Select the correct answer from the following alternatives for each sentence:**

- 1- Adequate organization performance is possible through balancing the necessity to get out work with maintaining morale of people at satisfactory level of achievement:
  - a) Country club management
  - b) Team management
  - c) Organization man management
  - d) Authority obedience
- 2- Form of management system dependent upon the situational variables :
  - a) Contingency
  - b) Social action
  - c) Neoman relations
  - d) Classical
- 3- Which of the following needs are on the top of Maslow's hierarchy of needs :
  - a) Self-Actualization needs
  - b) Psychological needs
  - c) Physiological needs
  - d) Safety needs
- 4- Which of the following organizational orientation is based on competence :
  - a) power
  - b) Role
  - c) Support
  - d) Achievement

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- 5- Which of the level of managers is responsible for operational plans directly:
- Top managers
  - Middle managers
  - First level managers
  - All of the above

**Question Four: (2.5 marks)**

Match between the sentences of Group (A) and the phrases of Group (B):

Group (A)	Group (B)	
1- The specialists who provide support to the organization outside of its operating workflow and pull to collaborate.	( )	Garbage can model.
2- Helps the team work through group dynamic issues.	( )	Support Staff
3- People feel stronger for being a member of the group and do voluntarily what they see need doing.	( )	Facilitator
4- Decisions are results from a complex interaction between problems, solutions, participants and choice opportunities.	( )	Vroom's Expectancy Theory
5- Motivation equal the valency multiplied by expectancy.	( )	Stacy –Adam's Equity Theory
	( )	Achievement- oriented organizations

**Question Five: (2marks)**

Define the following scientific terms:

- Teamwork:-----  
-----
- Departmentalization:-----  
-----
- Organization:-----  
-----
- Formalization:-----  
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**Question Six: (3marks)**

**Enumerate the followings:**

- 1-Managerial Functions:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  - e) -----
- 2- Stages of team development:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
- 3- Requirements of decision making:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  - e) -----

**Question Seven: (2marks)**

**Justify the following sentences:**

- 1- The group in achievement -oriented organizations has difficulty correcting own errors.  
 Justification:-----  
 -----
- 2- Changes may take a long time in support –oriented organizations.  
 Justification:-----  
 -----

**Question Eight: (3marks)**

**A) Compare between Individual and Group decision making :**

Factors	Individual Decision Making	Group Decision making
1.		
2.		
3.		
4.		
5.		
6.		

End of Questions  
 Good Luck