

Course No: MAH1301  
Course Title: Health Management  
Date: 11/01/2012  
No. of Questions: (8)  
Time: 2 hours  
Using Calculator (No)

University of Palestine



Final Exam  
First term 2011/2012  
Total Grade: 60 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 : (10 marks)**

**Put the sign (T) against the correct sentences and the sign (F) against the incorrect sentences:**

- 1- External recruitment is the process of developing a pool of qualified applicants from people who do not work in the organization ( ).
- 2- Revolutionary transformation means making fundamental changes to the structure of the organization ( ).
- 3- Subjective performance measures are measures of performance that are easily and directly counted such as wastes, client complaints ( ).
- 4- Variance theory of job satisfaction is based on that what motivate you is depending on what you want from work ( ).
- 5- Achievement culture of organization is based on competence ( ).
- 6- As organizations grow, they have more centralization ( ).
- 7- Classical approach to management emphasizes on technical requirements and sets of principles ( ).
- 8- Vision and mission setting is the responsibility of middle managers ( ).
- 9- The self confidence of employee is high during acceptance of reality according to transition curve ( ).
- 10- Career development is an element of personnel policy ( ).

**Question Two: (5 marks)**

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

- 1- ( ) Systems of behavior designed to enable humans and machines to achieve goals.
- 2- ( ) The process of formulating objectives and determining the steps will be employed in attaining them.
- 3- ( ) The degree to which organizations standardize behavior through rules, procedures, formal training, and related mechanisms.
- 4- ( ) A pleasurable or positive emotional state resulting from the appraisal one's job or job experience.
- 5- ( ) The periodic systematic assessment of an activity or program.

**Question Three: (10 marks)**

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

- 1- Job dissatisfaction has been to be associated with the following signs **except:**
  - a) Low productivity.
  - b) Frustration.
  - c) Absenteeism.
  - d) Commitment.
- 2- Which of the following values are of performance appraisal values :
  - a) Proving activities.
  - b) Improving activities.
  - c) Education.
  - d) All of above.

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- 3- A reticent group who tend to remain sceptical at though not openly hostile to change are:
  - a) Laggards.
  - b) Rejectors.
  - c) Early adaptor.
  - d) Innovator.
- 4- Which of the following topics should be avoided during the selection process of workforce :
  - a) College degrees
  - b) Work history
  - c) Previous job assignments
  - d) Disability.
- 5- Individual Decision making is required when:
  - a) Creativity or efficiency is desired.
  - b) Diverse knowledge and skills are required.
  - c) Relatively more time is available.
  - d) Acceptance by group members is valued.
- 6- The following characteristics are conditions when objectives are setting **except**:
  - a) Clear.
  - b) Appropriate.
  - c) General.
  - d) Time-bound.
- 7- Team work is a group of people work together on basis of the following topics **except**:
  - a) Co-operation.
  - b) Common purpose.
  - c) Disagreed procedures.
  - d) Shared perception.
- 8- Which of the following statement is **true** regarding to delegate pattern of leadership:
  - a) It is used when the maturity of followers is low.
  - b) It is used when the task behavior is high.
  - c) It is used when the relation behavior is high.
  - d) None of the above
- 9- According to Maslow's Hierarchy of needs:
  - a) Fundamental needs are at the top of the hierarchy.
  - b) Self-actualization is part of psychological needs.
  - c) Belongingness and love needs are at the bottom of the hierarchy.
  - d) Safety needs are part of fundamental needs.
- 10- The following factors are of internal factors that influence work force forecasting **except**:
  - a) New technology and equipment.
  - b) Organization's mission.
  - c) Skills and education of current employees.
  - d) Geographic population shifts.

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**Question Four: (5 marks)**

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

| Group (A)   | Group (B)                          |
|---|------------------------------------|
| 1- During the formation stage of teamwork.                      | ( ) Support-oriented Organization. |
| 2- The organization in successful & the environment is stable.  | ( ) Summative evaluation.          |
| 3- Lack of initiative & responsiveness to individuals problems. | ( ) Fine Tuning change.            |
| 4- High levels of cooperation & effective group work.           | ( ) Anxiety and excitement.        |
| 5- Appraisals that are conducted throughout the program.        | ( ) Bureaucracy.                   |
|   | ( ) Formative evaluation.          |

**Question Five: (5 marks)**

**Define the following managerial terms:**

- 1- Motivation:-----  
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- 2- Monitoring: -----  
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- 3- Job Specification: -----  
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- 4- Change:-----  
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- 5- Organizational Culture:-----  
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**Question Six: (10 marks)**

**Enumerate the followings:**

- 1- Barriers that are considered the basis of resistance to change in the organization:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  
- 2- Factors that lead to extreme job satisfaction:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  - e) -----
  - f) -----
  
- 3- Appraisal Forms:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  - e) -----
  - f) -----
  
- 4- Elements of job description:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  - e) -----
  - f) -----
  - g) -----
  - h) -----
  
- 5- Basic parts of organizational structure:
  - a) -----
  - b) -----
  - c) -----
  - d) -----
  - e) -----

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**Question Seven: (10 marks)**

**Discuss the following sentences:**

1- Force Field Analysis is a technique developed by **Kurt Lewin** that involves the identification of forces that could drive a change and forces that could be obstacles to that change. **In Brief describe the importance of knowing these forces by defining each one of them and determining the sources of these forces and the steps in Force Field Analysis?**

Discussion:-----  
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2- Evaluation is part of the management context. It is done for many purposes. Also it is considered as a sociopolitical activity. **Identify the challenges of appraisal in Palestinian health systems, and types of bias in appraisal?**

Discussion:-----  
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