

Course No: HSM3313
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 Using Calculator (No)

University of Palestine



Midterm Exam
 2013/2014
 Total Grade:

Instructor Name: Dr. RADWAN
BAROUD
 Student No.: _____
 Student Name: _____
 College Name: _____
 Dep. / Specialist: _____
 Using Dictionary (No)

First question:

(10 Marks)

Match the following terms on the left column with its meaning on the right column.

1	Hospital Administration		It is a large establishment where ill or injured people receive medical and surgical treatment
2	Organization		is a diagrammatic representation of the administrative set up which easily shows the line of command, control, and responsibility, staff relation, job grouping, and communication
3	Hospital		Described as the behavior of an individual when directing the activities of a group toward a shared goal.
4	Span of control		Gets its name for its resemblance to a table which has both rows and columns.
5	System		Process in which the effect or output of action is 'returned' (fed-back) to modify the next action
6	Leadership		is a section specifically assigned to manage the hospital as a business
7	Organizational culture		is a set of shared values, the unwritten rules which are often taken for granted, that guide the employees towards acceptable and rewarding behavior
8	Feedback		express the number of persons that a manager can directly control or supervise
9	The matrix structure		A set of detailed methods, procedures, and routines created to carry out a specific activity, perform a duty, or solve a problem
10	Organogram		Two or more persons engaged in a systemic effort to produce goods or services

Second question:

(10 Marks)

Following 10 MC questions please check only the correct answer in each one.

1. Organization includes the following components:

- a. Goal and mission
- b. Structure and environment
- c. Culture and resources
- d. a + c
- e. a +b + c

2. The following are main components make up a hospital's culture except:

- a. Values and Ethics
- b. Heroes
- c. Patients
- d. Social network
- e. Symbols & Slogans

3. The hospital's external environment, include the following Macro factor except:

- a. Political/Legal factor
- b. Employees
- c. Economic factor
- d. Socio-cultural factor
- e. Technological factor

4. Centralization:

- a. Ensures better decision making, coordination
- b. Not requires strong administrative skills and leadership.
- c. Delegation is major component
- d. Cost-effectiveness due to less skilled administrators.
- e. a + d

5. The main Functions of the hospital include:

- a. Preventive function
- b. Curative function
- c. Training function
- d. Research function
- e. All of them

6. Hierarchy:

- a. Hierarchy shows the tire of superior-sub-ordinate relationship.
- b. Extent to which it should be tall or short depends on the type and function of the organization.
- c. Step of planning
- d. Describe hospital macro factor
- e. a + b

7. In delegation all correct except:

- a. It is the most difficult part of job designing.
- b. No need for trust between delegator and delegant
- c. Delegator must choose the level of delegation to be given.
- d. Delegator must have full control over end result
- e. Give regular feedback to delegant.

8. Organization structure forms the basic skeleton for the hospital because it:

- a. Helps to identify the number of employees
- b. Helps to identify major line of decision making
- c. It indicates employees' position, status and role in the organization
- d. a +c
- e. b +c

9. Organization mean:

- a. Two or more persons engaged in a systemic effort to produce goods or services.
- b. A social entity that has a collective goal and is linked to an external environment.
- c. A social unit of people that is structured and managed to meet a need or to pursue collective goals.
- d. All of them
- e. None of them

10. The governmental hospital is owned by:

- a. Group of physicians
- b. The Ministry of Health
- c. Military personnel
- d. b + c
- e. None of them

Good luck