

**Course No: HSM 3313**  
**Course Title: Health Administration 2**  
**Date: 01/06/2017**  
**No. of Questions: (4)**  
**Time: 2 hours**  
**Using Calculator (No)**

University of Palestine



**Final Exam**  
**2016/2017**  
**Total Grade: 50 M**

**Instructor Name: DR: Amer Abu Shriaa**  
**Student No.:** \_\_\_\_\_  
**Student Name:** \_\_\_\_\_  
**College Name:** \_\_\_\_\_  
**Dep. / Specialist:** \_\_\_\_\_  
**Using Dictionary (No)**

**Question One: (20 M)**

**Answer this question by (T) OR (F) and correct the answer (15 M)**

- 1- The proper nutrition plays an important role in the healing of many diseases or mitigate ( ).
- 2- The telephone service in the hospital are considered are audiovisual services It gives the good impression for services outside the hospital to the public ( )
- 3- Modern cleaning methods believes provides hygiene a high level in hospitals ( )
- 4- The government health sector is aim to achieve profit ( )
- 5- We have a good occupational health in Palestine ( )
- 6- Occupational diseases are mostly preventable ( )
- 7- There are many laws that protect the rights of workers and employees to have safe work place, but there is no supervision and evaluation system that implement these laws( )
- 8- Occupational Health Guards the workers from work hazards ( )
- 9- Sometimes rare side effects are found after the vaccine is given to a few number of people( )
- 10- Most of the workers in the cleaning departments who have a scientific or educational level have low qualifications( )
- 11- Bill Gates is a one of the famous manager in the last century. ( )
- 12- The Processing in health system is always Black box . ( )
- 13- Feedback is a process in which the effect or output of an action is returned to modify the next action . ( )
- 14- Evaluate effectiveness, accessibility, and quality of personal and population-based health services isn't consider one of building blocks of Health System ( )
- 15- Some systems share the same common characteristics. ( )

Q. NO	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Answer															

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**Choose the best answer (5 M)**

**1-All of these are the system components except one**

- A- Mechanism of work      B- Boundaries      C- Relationship  
D- Processing      E- Goals

**2-All of these are Biological Hazards except one**

- A- Tuberculosis (TB)  
B- Hepatitis B & C  
C- HIV  
D- Rubella  
E- Mucous membrane secretions

**3-One of these is from Objective of Occupational Health**

- A- Regular check up of the workplaces.  
B- Preventive educational and training programs.  
C- Develop and implement the OH programs.  
D- Prepare the statistics and technical reports.  
E- Study the different claims of Occupational diseases and accidents.

**4-All of these are Occupational Diseases except one**

- A- Mechanical diseases.  
B- Physical diseases.  
C- Environment disease.  
D- Chemical diseases.  
E- Psychosocial disease

**5-One of these not from the main job in Nutrition Department in hospitals**

- A- Chef      B- Baker      C- Administrative  
D- Butcher      E- Cleaners

Q. NO	1	2	3	4	5
Answer					

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**Question Two: (11 M)**

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**1-What is the different between Management and leadership in Controlling ?(2M)**

**2-Talk about Leadership Styles?(3M)**

**3-Define :- (4 M)**  
**- Occupational Health**

**-Hotel services**

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**-Man security of hospital**

**- laundry**

**4-What is the Preventive measures in Occupational Health? (2M)**

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**Question Three: (9 M)**

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**1-The public sector has 11 essential functions as defined by a WHO study in 41 countries, list seven?(2M)**

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**2-List the main tasks of the cleaning Department?(3M)**

**3-What is the procedures of Work in the laundry department in the hospitals?(2M)**

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4-Talk about Entertainment Services in hospitals ?(2M) خدمات الترفيه

**Question Four: (10 M)**

1-Any system have characteristics ,What are the characteristics of any system?(3M)

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**2- Talk about the history of Hotel Services and List the elements of hotel services in hospitals? (4M)**

**3- List the types of food served in hospitals? (3M)**

End of Questions  
*Good Luck*