

**41. In order to effectively carry out the management functions that you know, the manager needs to possess:**

- a. Skills.**
- b. Competencies.**
- c. Employes.**
- d. A+B**
- e. B+C**

**Answer: D**

**42. The key competencies of the effective manager include all of the following, except:**

- a. Conceptual skills.**
- b. Technical skills.**
- c. Intrapersonal skills.**
- d. Interpersonal skills.**

**Answer: C**

**43. Which of the following refers to a state in which an individual has the requisite or adequate ability or qualities to perform certain functions:**

- a. Management.**
- b. Competency.**
- c. Staffing.**
- d. Decision making.**

**Answer: B**

**44. One of the following isn't a management function:**

- a. Directing.**
- b. Planning.**
- c. Organizing.**
- d. Improving.**

**Answer: D**

**45. Health Management is a growing profession in:**

- a. Direct care settings.**
- b. Indirect settings.**
- c. Both A and B.**
- d. None of the above.**

**Answer: C**

**46. "BLS" is a cut for:**

- a. Bureau of Labor Science.**
- b. Bureau of Labor Summarize.**
- c. Bureau of Labor Sixteen.**
- d. Bureau of Labor Statistics.**

**Answer: D**

**47. Which of the following are signs of a right manner and manager working results:**

- a. Dead's-Satisfactions.**
- b. Self-Satisfactions.**
- c. Customers-Satisfactions.**
- d. Patients-Satisfactions.**
- e. A+C+D**
- f. B+A+D**
- g. B+C+D**

**Answer: G**

**48. Health organizations considered complex due to:**

- a. Large numbers of deaths and diseases and problems.**
- b. Large numbers of tools and equipment and roles.**
- c. Large numbers of staff and patients and sections.**
- d. C+A**
- e. C+B**

**Answer: E**

**49. Are those skills that involve the ability to critically analyze and solve complex problems:**

- a. Conceptual skills.**
- b. Technical skills.**
- c. Intrapersonal skills.**
- d. Interpersonal skills.**

**Answer: A**

**50. Are those skills that reflect expertise or ability to perform a specific work task:**

- a. Conceptual skills.**
- b. Technical skills.**
- c. Intrapersonal skills.**
- d. Interpersonal skills.**

**Answer: B**

**51. Computer-based staffing model, is an example of which skill:**

- a. Conceptual skills.**
- b. Technical skills.**
- c. Intrapersonal skills.**
- d. Interpersonal skills.**

**Answer: B**

**52. Are those skills that enable a manager to communicate with and work well with other individuals:**

- a. Conceptual skills.**
- b. Technical skills.**
- c. Intrapersonal skills.**
- d. Interpersonal skills.**

لا تخریط بین  
التعامل مع الآخرين Interpersonal  
شخصية وليس مع الآخرين Intrapersonal

**Answer: D**

**53. Regarding the Health Care Hierarchy, which is right:**

- a. Management positions within healthcare organization are confined and limited to the top level.**
- b. The middle level is referred to as senior management.**
- c. When we go up the hierarchy, the responsibilities decrease.**
- d. When we go down the hierarchy, the authority decreases.**

**Answer: D**

**54. Means that authority, or power, is delegated downward in the organization:**

- a. Competencies.**
- b. Leaders.**
- c. The hierarchy of management.**
- d. Management.**

**Answer: C**

**55. Regarding the hierarchy of management, which of the following levels make decision affecting the entirety of the health care organization:**

- a. Top level.**
- b. Middle level.**
- c. Lower level.**

**Answer: A**

**56. Regarding the hierarchy of management, which of the following levels responsible for carrying out the goals set up by the top level:**

- a. Top level.**
- b. Middle level.**
- c. Lower level.**

**Answer: B**

**57. Regarding the hierarchy of management, which of the following levels responsible for the daily management of line workers or the employees who produce the product or offer the service:**

- a. Top level.**
- b. Middle level.**
- c. Lower level.**

**Answer: C**

**58. The most common organizational structure for health care organizations is Vertical structure:**

- a. True**
- b. False**

**Answer: A**

**59. “Is a functional organizational structure” is the Vertical structure:**

- a. True**
- b. False**

**Answer: A**

**60. “Is a pyramid-shaped hierarchy that defines the functions carried out and the key management positions assigned to those functions” is the Vertical structure:**

- a. True**
- b. False**

**Answer: A**

**61. The size and complexity of the specific health services organization will not really dictate the particular structure:**

- a. True**
- b. False**

**Answer: B**

**62. Academic medical centers, will likely have deep vertical structures:**

- a. True**
- b. False**

**Answer: A**

**63. “Is necessary due to the large scope of services provided and the corresponding vast array of administrative and support services that are needed to enable the delivery of clinical services” is the Matrix structure:**

**a. True**

**b. False**

**Answer: B**

**64. “Other characteristics associated with this structure include a strict chain of command and line of reporting” is the Vertical structure:**

**a. True**

**b. False**

**Answer: A**

**65. “Specific divisions of labor and clear lines of reporting and accountability” is for the Matrix structure:**

**a. True**

**b. False**

**Answer: B**

**66. “Structures have been adopted by health care organizations” is the Matrix structure:**

**a. True**

**b. False**

**Answer: A**

**67. “Team-based models” is related to the Vertical structure:**

**a. True**

**b. False**

**Answer: B**

**68. “Service line management models” is related to the Matrix structure:**

**a. True**

**b. False**

**Answer: A**

**69. “The expertise of other disciplines is needed on a continuous basis” is related to the Matrix structure:**

**a. True**

**b. False**

**Answer: A**



70. Recognizes that a strict functional structure may limit the organization's flexibility is the Matrix Model:

a. True

b. False

Answer: A

71. A manager is appointed to head a specific clinical service line is the service line management:

a. True

b. False

Answer: A

72. The benefits, such as lower costs, higher quality of care, and greater patient satisfaction is related to the service line management:

a. True

b. False

Answer: A

73. Regarding the focus of management, managing time, information, space, and materials; being responsive and following through with peers, supervisors, and clients is back to which level:

a. Self management.

b. Unit management.

c. Organizational management.

Answer: A

74. Regarding the focus of management, maintaining a positive attitude and high motivation; and keeping a current understanding of management techniques and substantive issues of health care management is back to which level:

a. Self management.

b. Unit management.

c. Organizational management.

Answer: A

**75. Regarding the focus of management, the expertise of the manager at this level involves managing others in terms of effectively completing the work through task interdependence:**

- a. Self management.**
- b. Unit management.**
- c. Organizational management.**

**Answer: B**

**76. Assigning work tasks, review and modification of assignments, monitoring and review of individual performance, and carrying out the management functions is back to which level:**

- a. Self management.**
- b. Unit management.**
- c. Organizational management.**

**Answer: B**

**77. This focal area reflects the fact that managers must work together as part of the larger organization to ensure organization-wide performance and organizational viability:**

- a. Self management.**
- b. Unit management.**
- c. Organizational management.**

**Answer: C**

**78. The character, personality, and experience of organizational life i.e., what the organization really “is”, is a definition of:**

- a. Organizational Lecture.**
- b. Organizational Culture.**
- c. Mission.**
- d. Vision.**
- e. Values.**

**Answer: B**

**79. “It specifies the desired future state for the organization” is which of the following:**

- a. Targets.**
- b. Principles.**
- c. Mission.**
- d. Vision.**
- e. Values.**

**Answer: D**

**80. “Reflects what the organization wants to be known and recognized for in the future” is which of the following:**

- a. Targets.**
- b. Principles.**
- c. Mission.**
- d. Vision.**
- e. Values.**

**Answer: D**