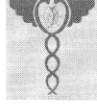
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III-Give short Account on: (30 Marks)

1- List four importance of motivation:

- Reduce absenteeism.
- Reduces employee turnover.
- Improves a corporate image.
- Good relations.
- Improved morale.
- Reduced wastages and breakages.
- Facilitates initiative and innovation.
- It leads to higher productivity and better quality work
- It creates confidence in employees
- It improves efficiency with which the job is done.

2- List four symptoms of stress:

- Physical symptoms, such as headache and fatigue.
- Behavioral symptoms, such as aggressive behaviors (such as driving-road rage, etc.), impatience, increased alcohol or drug use, listlessness.
- Emotional symptoms, such as irritability and depression, withdrawal, hostility,
- Social symptoms, such as isolation and resentment.



3- List four purposes of job description:

- To establish a rational basis for the salary structure
- To clarify relationships between jobs and avoid overlaps and gaps in responsibility

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- To help employees analyze their duties
- To help define the organizational structure and support or give evidence for its revision
- To assist in hiring and placement of employees
- To orient new employees to job
- To evaluate job performance
- To establish line of promotion, Transfer, Compensation
- To serve as a basis for planning staffing
- To provide data as to proper channels of communication

4- List four objectives of orientation program:

- Provides information to the new employees on the structure and process of the hospital department and work units.
- Explain the goals and objectives of the health agency to the new staff .
- Focuses on introducing the staff member to the organization departments culture and standard operating procedures .
- To ensure that the employees are safe before allowing them to care for patient.
- Establishes expectation for job performance.


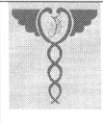
5. Explain change agent responsibilities through stages of change, (name stage and list responsibilities) (6 marks 2 for each):

a. Stage I:Unfreezing stage

- **Gather data**
- **Accurately diagnose the problem**
- **Decide if change is needed**

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- **Make others aware of the need for change**

b. Stage II Movement:

- Develop a plan set goals & objectives
- Identify areas of support & resistance
- Include everyone will be affected by the change into planning
- Set target dates
- Develop appropriate strategies
- Implement the change
- Support others & offer encouragement through the change
- Use strategies to overcome resistance
- Evaluate the change & modify if necessary

c. Stage III Refreezing:

- Support others so the change remains

6- Mention four benefits of assertiveness:



- **Develop communication skills.**
- **Allow to feel self-confident.**
- **Increase self-esteem.**
- **Help to gain the respect of others.**
- **Improve decision-making ability.**

7- Mention four of the possible positive effects of conflict:

- **Increased motivation**
- **Enhanced problem/solution identification**

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- **Group cohesiveness**
- **Reality adjustment**
- **Increased knowledge/skill**
- **Enhanced creativity**
- **Contribution to goal attainment**
- **Incentive for growth**

IV- Differentiate between the following (20 marks):

1-	<p>Herzberg's motivation factor</p> <p>Motivation-hygiene Theory assumes that intrinsic factors are related to job satisfaction and extrinsic factors are related to job dissatisfaction.</p> <p>Herzberg's research identified that true motivators were other completely different factors, notably: achievement, recognition, work itself , responsibility , advancement and growth .</p>	<p>Herzberg's hygiene factor</p> <p>Hygiene factors – elements in work environment that cause job dissatisfaction and work. Examples of Herzberg's 'hygiene' needs (or maintenance factors) in the workplace are: Company policy and administration, relationship with supervisor, interpersonal relations, work conditions , salary, job status, job security, relationship with subordinates and aspects of personal life affected by work.</p>
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2-	<p>Transactional leadership</p> <ul style="list-style-type: none"> *Leaders are aware of the link between the effort and reward *Leadership is responsive and its basic orientation is dealing with present issues *Leaders rely on standard forms of inducement, reward, punishment and sanction to control followers *Leaders motivate followers by setting goals and promising rewards for desired performance * Leadership depends on the leader's power to reinforce subordinates for their successful completion of the bargain. 	<p>Transformational leadership:</p> <ul style="list-style-type: none"> * Leaders arouse emotions in their followers which motivates them to act beyond the framework of what may be described as exchange relations * Leadership is proactive and forms new expectations in followers * Leaders are distinguished by their capacity to inspire and provide individualized consideration, intellectual stimulation and idealized influence to their followers * Leaders create learning opportunities for their followers and stimulate followers to solve problems * Leaders possess good visioning, rhetorical and management skills, to develop strong emotional bonds with followers * Leaders motivate followers to work for goals that go beyond self-interest.
3-	<p>Functional conflict</p> <p><i>Functional conflict</i> can be construction in the problem solving process when an open discussion of the problem surfaces and common goals are identified .</p>	<p>Dysfunctional conflict</p> <p><i>Dysfunctional conflict</i> continues to rise stress levels and closes down communication, resulting in lose/lose results or destructive win/lose mentality.</p>

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4-	<p>Forming stage:</p> <p>During this stage, group members may be anxious and adopt wait-and-see attitude. They will be formal towards each other. There would be no clear idea of goals or expectations. Besides, they may not be sure why they are there. This is the stage where the team needs to write its own charter or mission statement as well as clarify goals.</p> <p>By doing this the team will be able to establish boundaries as well as determine what is expected. Team members will get to know each other doing non-conflict laden task. This builds the commitment towards one larger goal. Thus, during the forming stage, the team members are in process of knowing each other and getting at ease with them.</p>	<p>Storming stage:</p> <p>During this stage, team members are eager to get going. Conflict can arise as people tend to bring different ideas of how to accomplish goals. At this time, they notice differences rather than similarities. This leads to some members dropping out mentally or physically. At this stage, communication is important. Tensions will increase.</p> <p>Thus, during the storming stage, the team members begin showing their actual styles. They start getting impatient. They try to probe into each other's area, leading to irritation and frustration. Control becomes the key concern during this stage.</p>
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