



Sudan University of Science & Technology
College of Graduate Studies

**Managing and Controlling Business Activities
through Effective Organizational Structures
The case study of Tawam Hospital in affiliation with
Johns Hopkins Medicine**

During The Period (2004-2010)

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**دراسة حالة مستشفى توام بالشراكة مع
جونز هوبكنز الطبية-العين**

**Thesis submitted in fulfillment of the requirement of
master degree in business administration**

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الايّة

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بِبَعْضٍ لَفَسَدَتِ الْأَرْضُ وَلَكِنَّ اللَّهَ
(*) ذُو فَضْلٍ عَلَى الْعَالَمِينَ

سورة البقرة
الآية 251

DEDICATION

TO my mother who inspire me with values of ethics,
responsibility and respect

To my father

To my sister Tayseer

To All my family

To all who helped me

ACKNOLOEDGEMENT

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Finally all of my thanks to my family

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ABSTRACT

The study aimed to explain the role and the relationship of organization structure on Managing and Controlling Business Activities.

The study has depended on four hypotheses:

- There is positive relationship between efficiency and adaptability of organizational structure.
- There is positive relationship between decentralization and the authority delegate.
 - There is positive relationship between controlling and clarity policies and procedures (rules and regulation)
 - There is negative relationship between complexity of organizational structure and operational efficiency.

The research has reached several results the most important ones were as follows:

- 1- The hospitals structure is adaptable to business environment changes
- 1- Changes in hospitals strategies are the main reason behind structure reengineering
- 3- There is efficient contact between managers & employees in Tawam Hospital
- 4- Delegation of authority and power make operation more smooth
- 5- The clarity of organizational structure helping to make

In the light of forgoing results the researcher has suggested some recommendations such as :

- 1- Designing of organizational structure should be designed by scientific methods
- 2- More authority should delegate to the middle management level especially in routinely works.
- 3- More staff categories should be involve in decision making process
- 4- Each employee should be responsible to customer

المستخلص

يهدف هذا البحث إلى معرفة دور الهيكل التنظيمي في إدارة و رقابة الأنشطة المختلفة. وعن العلاقة بين كفاءة الهيكل التنظيمي وإدارة النشاطات ، قامت الدراسة على مجموعة من الفرضيات تمثلت في : ان هناك علاقة إيجابية بين فعالية الهيكل التنظيمي وقدرته على التأقلم مع المتغيرات المختلفة. هناك علاقة إيجابية بين اللامركزية وتفويض الصلاحيات . هناك علاقة ايجابية بين الرقابة ووضوح الدورة المستندية واللوائح والنظم المتبعة. هناك علاقة سلبية بين فعالية الهيكل التنظيمي ودرجة تعقيدة .

وقد توصلت الدراسة الى مجموعة من النتائج من اهمها :

- وضوح الهيكل التنظيمي يساعد على زيادة فعالية السياسات والاجراءات
- الهيكل التنظيمي الجيد يساعد على الموازنة بين الرقابة والاداء
- التصميم الجيد للهيكل التنظيمي يؤدي الى التحديد الواضح للسلطة والمسؤولية الممنوحة
- تخفيض حجم العاملين لا يؤدي إلى زيادة جودة الخدمة المقدمة
- وقد اوصت الدراسة بمجموعة من التوصيات منها**
- ضرورة العمل على استخدام الطرق العلمية فى تصميم الهيكل التنظيمي
- ضرورة تفويض السلطة للعاملين
- ضرورة اشراك العاملين فى عملية اتخاذ القرار