**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS**

**SCHOOL OF SCIENCE AND TECHNOLOGY**

**JUNE/JULY EXAMINATION**

**COURSE CODE: CHS313**

**COURSE TITLE: HEALTH MANAGEMENT II**

**TIME ALLOWED: 2 HOURS**

**INSTRUCTION: Read the questions carefully and answer any four questions**

**QUESTION 1**

1. What did you understand by the term staffing? (5 marks)
2. List five staffing involvement. (5marks)
3. Describe the nature of staffing. (7.5 marks)
4. State and explain the steps involved in staffing. (7.5 marks)

**QUESTION** 2

1. Manpower planning is also referred to as human resource planning. Discuss.(7 marks)
2. List and describe the obstacles that organizations face in the process of manpower planning.(8marks)
3. In a tabular form differentiate between Internal and external recruitment. (10 marks)
4. Classify organizations and write a short note on the relationship between them. (5 marks)

**QUESTION 3**

1. Communication is the life source of organizations. Discuss. (5 marks)
2. Mention any four purposes of effective communication. (4 marks)
3. Differentiate between internal and external communication. (8 marks)
4. Identify 8 barriers to effective communication. (8 marks)

**QUESTION 4**

1. Define management with reference to “Harold koontz” and “ F. W. Taylor”. (5 marks each)
2. Using appropriate examples discuss the various Levels of management. (15 marks)

**QUESTION 5**

Write short notes on the under listed:

1. Discipline
2. Initiative
3. Fair remuneration
4. Stability of tenure
5. Equity

**QUESTION 6**

Discuss five principles of scientific management according to” Hill, Charles W. L. (25 marks)