



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
JUNE/JULY, 2013 EXAMINATIONS

COURSE CODE: MPA878 **CREDIT UNIT:** 2
COURSE TITLE: THE SHIFT SYSTEMS IN HOSPITAL-MULTIPLE HOSPITAL SYSTEM MANAGEMENT
TIME ALLOWED: 2 HRS
INSTRUCTION(S): Attempts any three questions in all. Question one is Compulsory.

1. a In your own opinion distinguish between the following terms in the shifting system in hospital management: (i) Float Personnel and Complementary Personnel,
(ii) Recruitment and Selection:
(iii) Cycle Scheduling and Premium Day Weekend,
(iv) Socio-Cultural Environment and Socio-Economic Environment:
(v) Consultative Management and Individual Contact: **(20 marks)**
- b. Itemized any seven steps and procedures in selection process of staff in any corporate organisation of your choice **(10 marks)**
- 2 a. (i) Define staff development with examples **(5 marks)**
(ii) Highlight any five conditions requiring staff development. **(5 marks)**
b. Discuss the objectives of training and development: **(10 marks)**
- 3 a. Mentioned any **two** similarities and **three** differences between Open and Closed Groups System. **(8 marks)**
b. Highlight any four essentials of the properties of a group dynamics system: **(4 marks)**
c. Briefly discuss any five requirements for the constitution of a group **(8 marks)**
- 4a. Explain the Concept of the Shifting System in Hospital Management: **(6 marks)**
b. Highlight and discuss in details any seven effects of Shifting System on the employer and employee: **(14 marks)**
- 5a. Discuss the Health System in Nigeria under the Federal, State and Local levels. **(9 marks)**
b. Highlight any five responsibilities performed by Federal, State and Local levels mentioned above. **(11 marks)**