



**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**

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

**QUESTION 2**

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

**QUESTION 3**

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

**QUESTION 4**

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

**QUESTION 5**

Write short notes on the under listed:

- Discipline

- b. Initiative
- c. Fair remuneration
- d. Stability of tenure
- e. Equity

### **QUESTION 6**

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