



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

COURSE CODE: MPA817

COURSE UNITS: 2

COURSE TITLE: The Role of Board and its trustees

TIME ALLOWED: 2HRS.

Instructions: 1. Attempt question Number one (1) and any other three

2. Question number 1 is compulsory and carries 20 marks, while the other questions carry equal marks each.

3. Present all your points in coherent and orderly

manner

QUESTION 1

A: Define the term information.

5 marks

B: Enumerate the characteristics of information.

5 marks

C: Discuss the sources of information and why do we need to manage information?

10marks

D. Discuss the benefit of information to the boards and its trustee, while giving example its benefit to them.

10 marks

QUESTION 2

A: With relevant examples, discuss the basic responsibilities of the board in a hospital environment.

10marks

B: As a chief Executive officer of an organization, how can you improve positively the performance of the board?

10marks

QUESTION 3

A: Discuss the term committee in an organization, with relevant example.

5 marks

B: list the importance of a committee.

5 marks

C. List and explain briefly the activities that should be carried out while constituting a committee.

10marks

QUESTION 4

A: list five (5) major office staff of a chosen organization and briefly discuss any three (3). **5Marks**

B: Discuss the functions of any three (3) of the above.

15 marks

QUESTION 5

A: As a leader of a medical team in a hospital, some clients or inspectors from the Ministry of health are making enquiring on the what are the strategies used by the hospital to maintain good quality service delivered to the patients of the hospital. As a leader describe what Total Quality Management means?

10marks

B: Describe the development of Total Quality Management Programs in health care delivery system.

10 marks