



**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**UNIVERSITY VILLAGE, NNAMDI AZIKIWE EXPRESS WAY, JABI, ABUJA**

**FACULTY OF HEALTH SCIENCES**

**DEPARTMENT OF NURSING SCIENCES**

**2020\_2 Examination**

**PROGRAMME: BACHELOR OF NURSING SCIENCE (BNSc.)**

**COURSE CODE: NSC403**

**COURSE TITLE – LEADERSHIP AND MANAGEMENT IN NURSING**

**CREDIT UNITS: 3**

**TIME ALLOWED: 3 HOURS**

**TOTAL MARKS: 70%**

**INSTRUCTION: ANSWER ALL THE QUESTIONS**

**Question 1**

a. National Health Insurance Scheme (NHIS) has been perceived as a strategy for improving accessibility of the population to health services.

Enumerate four objectives of NHIS

**(2marks)**

List and describe six (6) organizational structure of NHIS

**(15 marks)**

b. Every human behavior in an organization requires proper management in its functioning, and it is an important human activity that permeates an organization.

Define Management

**(1marks)**

Enumerate and describe eight (8) functions of management

**(12 marks)**

**Question 2**

a. Good communication is essential tool for effective management in an organization as it forms a basis for interpersonal and official relationship.

Define Communication

**(1 mark)**

With the aid of a diagram, briefly explain the communication process

**(10 marks)**

Enumerate 8 importance of communication

**(4marks)**

List and discuss two barriers to effective communication with examples

**(5 marks)**

**Question 3**

Human resource function is critical to the success or otherwise of an organization.

i. Define Human Resource Management

**(1mark)**

ii. In order to achieve the aim of human resources management in an organisation, there are tactical functions that must be performed. Briefly explain six (6) human resources functions

**(12 marks)**

iii. Describe the three (3) techniques used by management in motivating an employee in an organization

**(7 marks)**