



NATIONAL OPEN UNIVERSITY OF NIGERIA, JABI ABUJA
FACULTY OF HEALTH SCIENCES
JANUARY-MARCH 2018 EXAMINATION

COURSE CODE: PHS 308

COURSE TITLE: **HEALTH MANAGEMENT 1&11**

COURSE UNITS: 2 CREDIT UNITS

TIME ALLOWED: 2 HRS

TOTAL MARKS: 70%

INSTRUCTION: **ANSWER ALL THE QUESTIONS**

- Q1. a) Define Total Quality Management(TQM) and state its basic principles 3marks
- b) State the three possible questions that may be asked in (1a) 3marks
- c) Mention and describe seven major TQM principle 14marks
- d) List and describe five barriers of effective communication 10marks
- Q2. a) Mention five characteristics of a good/effective team 5marks
- b) Functional organization has been divided to put the specialists in the top position throughout the enterprise. Discuss functional organization, describing its four features, three merits and three demerits. 15marks
- Q3. a) Managers make mistakes while evaluating employees and their performances. Discuss performance Appraisal Biases. 15marks
- b) List five steps involved in staffing process. 5marks.