



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**PLOT 91, CADASTRAL ZONE, NNAMDI AZIKWE EXPRESS WAY, JABI, ABUJA**  
**FACULTY OF HEALTH SCIENCES**  
**DEPARTMENT OF NURSING SCIENCES**  
**2025\_1 EXAMINATION**

**PROGRAMME: BACHELOR OF NURSING SCIENCE**

**COURSE CODE: NSC403**

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

**COURSE CREDIT UNITS: 2 UNITS**

**TIME ALLOWED: 2 HOURS**

**TOTAL SCORE: 70 MARKS**

**INSTRUCTION: ANSWER ALL THE QUESTIONS**

1. Communication is vital to management function. It occupies a central place in the organization and a means by which actions are induced through exchange of information on the operation of the enterprise.
  - a) Define Communication **(1 mark)**
  - b) Briefly discuss the process of communication. **(10 marks)**
  - c) Explain the barriers to effective communication and the corresponding solution. **(8 marks)**
  - d) You have been posted work as a Head, at a health centre.  
Explain how you will utilize effective communication skills in ensuring the attainment of your organizational goals. **(8 marks)**
  - e) Explain the term “verbal communication” **(3 marks)**
  
- 2a) Define leadership **(2 marks)**
  - b) For a manager to be effective, he has to employ certain leadership styles. Briefly discuss three of these styles and support your points with their importance. **(12 marks)**
  - c) List six (6) qualities of effective leadership **(6 marks)**
  
- 3) Write notes on the following:
  - a) Quality assurance
  - b) Nursing audit
  - c) Motivation
  - d) National Health Insurance Scheme **( 5 marks each)**