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**NATIONAL OPEN UNIVERSITY OF NIGERIA**

**14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS**

**SCHOOL OF HEALTH SCIENCES**

**SEPTEMBER/OCTOBER 2015 EXAMINATION**

**COURSE TITLE: HEALTH MANAGEMENT I & II**

**COURSE CODE: PHS308**

**INSTRUCTIONS: ANSWER ALL THE QUESTIONS.**

**TIME ALLOWED: 2 HOURS**

**COURSE UNITS: 3CU**

Q1

1. Define a line organization (1 Mark)
2. List the 6 steps in the employee selection process (6 Marks)
3. Explain the Time-Rate method of employee remuneration (4 Marks)
4. Define Job Evaluation (1 Mark)
5. Explain the 3 elements of delegation (3 Marks each)

Q2.

a. List the components of the Hygiene factor of worker motivation according to Herzberg (6 Marks)

b. Explain the Motivational factors according to Herzberg (3 Marks)

c. Explain any two types of incentives that can be offered employees in an organization? (2 Marks each) (4 Marks)

Q3.

1. Explain 5 advantages of performance appraisal (10 Marks. Two marks each)
2. Define a health system (1 Mark)
3. List any 3 components of a health system (3 Marks)

Q4.

1. List any 3 roles of the Federal Government in Health Service Delivery (3 Marks)
2. List any 3 roles of Local Governments in Health Service Delivery (3 Marks)
3. Describe the human resource challenges encountered in the Nigerian Healthcare Delivery System (5 Marks)
4. List any 3 roles of State Governments in Healthcare Delivery? (3 Marks)
5. Describe the challenges of the Primary Health Care system in Nigeria? (5 Marks)
6. Define a Health Management Organization? (1 Mark)
7. List any 2 levels of Healthcare Delivery in Nigeria (2 Marks)