

**National Open University of Nigeria**

**Plot 91, Cadastral Zone, Nnamdi Azikwe Express Way, Jabi - Abuja**

**Faculty of Health Sciences**

**October/November Examination 2016**

**Course Code: PHS 308**

**Course Title: Health Management 1&11**

**Credit Unit: 2 Units**

**Time Allowed: 11/2 Hours**

**Instruction: Answer All Questions**

**Question 1**

(1a) Policy is a very elastic term. Give a working definition of policy. 1mk

(b) Discuss step by step the four typical categories in the public policy process. 20mks

**Question 2**

(2a) Functional organization has been divided to put the specialists in the top position throughout the enterprise. Discuss functional organization , its features, merits and demerits. 20mks

(b) List five steps involved in staffing process. 5mks

**Question 3**

(3a) Managers make mistakes while evaluating employees and their performances.

Discuss performance Appraisal biases. 18mks

(b) List six justifications for comprehensive personnel records. 6mks