



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2020\_2 EXAMINATION...**

**COURSE CODE:** BUS 809

**COURSE TITLE:** HUMAN RESOURCE MANAGEMENT

**CREDIT UNIT:** 2

**Instructions:**

1. Indicate your Matriculation Number clearly
2. Attempt Question 1 and any other two (2) questions
3. Question 1 is compulsory and carries 30 marks while the other 2 question carry 20 marks each
4. Present all your points in coherent and orderly manner.

**TIME ALLOWED:** 2 Hours

1. a. The activities under the tactical human resource action plans are commonly known as the 'core' functions of personnel or human resource management which involve drawing up specific plans and procedures, to guide short-term and day to day practices in various areas of human resource management.....Discuss.  
(11 marks)
- b. Discuss the two major ways of perceiving work organization?  
(10 marks)
- c. What are the communication behaviours that are likely to predominate in a closed communication environment?  
(9 marks)
2. a. In measuring performance, there are essentially two types of measures, identify and discuss these measures.  
(10 marks)
- a. What do you understand by development? State all the development approaches known to you.  
(10 marks)
3. a. How does HRM differ from personnel management?  
(10 marks)
- b. Identify the sources of recruitment and state the advantages and disadvantages of each source.  
(10 marks)

4. a. What do you understand by the term job analysis? Explain the importance of job analysis. (10 marks)
- b. Write short notes on the following:
- i. Serial distortion
  - ii. Recruitment methods
  - iii. The closed communication climate
  - iv. Grievance procedure
  - v. Perception
- (10 marks)
- 20 Marks
5. a. Explain the term performance appraisal and highlight the need for a performance appraisal system in an organization. (8 marks)
- b. Describe the three different approaches to organizational entry (12 marks)
- 20 Marks

**Good luck!**