



NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16, AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
FACULTY OF MANAGEMENT SCIENCE
JANUARY , 2018 EXAMINATIONS

Course Code: BUS 809.

Credit Unit: 2.

Course Title: HUMAN RESOURCES MANAGEMENT

Time Allowed: 2 Hours.

Instructions: 1. Attempt Question 1 and any other two (2) Questions.

2. Question 1 is compulsory and carries 30 marks while the other 2 Questions carry 20 marks each.

3. Present all your points in coherent and orderly manner.

QUESTION 1 (Compulsory)

There are various method for measuring employee performance, however there are no acceptable standards to determine which method of performance appraisal produces the best results. Compare and contrast these various methods. **(30 Marks)**

QUESTION TWO

- a) With the aid of a diagram show how compensation is related to the other functions a HR manager performs in managing people. **(10 Marks)**
- b) Explain how a Human Resource Manager in charge of compensation administration can have access to the information on what the competitors are paying their employees? **(10 Marks)**

QUESTION THREE

- a) Explain organizational exit. Why is there a need for organizational exit? **(10 Marks)**
- b) What are the drawbacks of strategies for voluntary redundancy? **(10 Marks)**

QUESTION FOUR

- a) Explain the term discipline. **(10marks)**
- b) Identify and discuss the fundamental causes of disciplinary action in organisation. **(10 Marks)**

QUESTION FIVE

- a) What is collective bargaining? **(8 Marks)**
- b) List and discuss the necessary conditions for effective collective bargaining. **(12marks)**