NATIONAL OPEN UNIVERSITY OF NIGERIA
14/16 AHMADU BELLO WAY, VICTORIA ISLAND, LAGOS
SCHOOL OF MANAGEMENT SCIENCES
SEPTEMBER/OCTOBER 2015 EXAMINATION

COURSE CODE: **BUS809**   **CREDIT UNIT: 2**
COURSE TITLE: **HUMAN RESOURCES MANAGEMENT (HRM)**
TIME ALLOWED: 2HOURS
INSTRUCTIONS: **1. Attempt question number one (1) and any other (2) questions.**
              2. Question number 1 carries 30 marks, while the other questions carry 20 marks each.
              3. Present all your points in coherent and orderly manner.

1a. Identify the areas of similarities and differences between Human Resources Management (HRM) and Personnel Management
1b. In what ways can the process of job analysis aids managers in the human resource decision?
1c. Write short note on disciplinary action and causes of discipline in an organisation

2a. What is open supportive communication climate?
2b. In an open supportive communication climate, explain seven (7) kinds of responses through which supportiveness is communicated.
2c. Mention two (2) classified barriers to effective communication in an organisation.

3. Explain the various sources Human Resources Management (HRM) can use to attract the desired types of candidates and list their advantages and disadvantages.
3b. Write short notes on a job description, leading to second, a person specification

4. Performance appraisals are intended to evaluate performance and potential of employees. List and explain five (5) validity problems of Performance appraisals in an organisation.
4b. Give three (3) reasons why communication seldom results in effective transmission of information.

5a. Explain extensively these two (2) concepts in HRM:
    1) Coaching   2) Mentoring
5b. Distinguish between the content and process motivational theories