



NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
MARCH/APRIL 2016 EXAMINATION
SCHOOL OF MANAGEMENT SCIENCES

COURSE CODE: BUS 809

CREDIT UNIT: 2

COURSE TITLE: Human Resources Management

TIME ALLOWED: 2 HOURS

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. Explain the following human resources management techniques and show their relevance and signification in human resources management processes:

(A) Job analysis (B) Job description (C) Job specification

1b. How will you describe interview as one of the factors in job selections?

1c. Explain at least five (5) limiting factors in using interview?

1d. List five (5) implications of Maslow theory of motivation for management practice

2a. What is performance management?

2a. In the context of FIRM, performance appraisal serves two major purposes, namely: evaluation, administration and development. Mention at least ten (10) evaluation aspects that involve its use as a check on the effectiveness in an organisation.

3a. Explain what you understand about analytical method of point rating?

3b. According to the International Labour Organisation (1986), list 20 most frequently used job Factors.

4a. What is collective bargaining?

4b. For effective collective bargaining to survive as a viable joint decision making process, a number characteristics must evolve or be stimulated. Explain these characteristics.

5a. What is training? Mention four (4) reasons for need of training.

5b. List nine (9) non-training measures that can be used to enhance employees' performance.