



**NATIONAL OPEN UNIVERSITY OF NIGERIA
14-16 AHMADU BELLO WAY, VICTORIA ISLAND LAGOS
SCHOOL OF MANAGEMENT SCIENCES
MARCH/APRIL 2015 EXAMINATION**

COURSE CODE: MGS720 **CREDIT UNIT:** 2
COURSE TITLE: HUMAN RESOURCE MANAGEMENT
TIME ALLOWED: 2 HOURS

INSTRUCTIONS:

- 1. Attempt question number one (1) and any other two (2).**
- 2. Question number 1 is compulsory and carries 30 marks, while the other questions carry 20 marks each**
- 3. Present all your points in coherent and orderly manner**

1. In order to perform the personnel or the people management job, the human resource manager will require some particular concepts, state these concepts.
 - a. Dessler (2008) found four categories of proficiencies a human resource manager must possess. State and explain these four categories of proficiencies.
2. Human Resource managers develop specific action plans to provide more specific direction for the management of corporate human resource activities. State these plans according to their different categories.
3. There are three theoretical approaches to organizational entry, explain each of these approaches as it relates to people and what determines people's behaviour at work.
4. Outline the communication process and, (ii) State and explain the two major barriers to effective communication.
5. Managers use several simple tools or techniques for projecting personnel needs. State and explain these techniques.