



**NATIONAL OPEN UNIVERSITY OF NIGERIA  
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKWE EXPRESS  
WAY, JABI - ABUJA**

**FACULTY OF MANAGEMENT SCIENCES  
DEPARTMENT OF ADMINISTRATION  
OCTOBER/NOVEMBER EXAMINATION 2016**

**Course Code: BUS 809**

**Course Title: Human Resources Management**

**Credit Unit: 2.**

**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.**

1a. Identify and discuss different methods of appraisals. **15Marks**

1b. State and explain any five (5) of the approaches and techniques of management development.

**10Marks**

1c. List five (5) points to consider in facilitating a Performance appraisal system **5Marks**

2a. What is motivation. Explain Abraham Maslow's and McClelland's theory of motivation.

**15Marks**

2b. Outline the forms of motivation. **5Marks**

3a. Distinguish between ranking method of paired comparison and point rating method of job evaluation. **15Marks**

3b. Outline five (5) kinds of response to show that supportiveness is communicated in an open and supportive environment. **5Marks**

4a. Describe Industrial Relations. Write short notes on actors in industrial relations. **14Marks**

4b. Discuss the channels of appeals against disciplinary actions which are usually adopted.

**6Marks**

5a. Discuss the five (5) different types of payment systems. **15Marks**

5b. Briefly explain the person-job fit approach to organizational entry. **5Marks**