



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**JULY 2017 EXAMINATION**

**Course Code: BUS809**

**Course Title: HUMAN RESOURCES MANAGEMENT**

**Credit Unit: 2**

**Instructions:**

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

**Time Allowed: 2 Hours**

1.
  - a) Explain the differences and similarities between personnel and human resource management.  
(20Marks)
  - b) Outline the elements of the staffing process  
(4Marks)
  - c) List the four main operational imperatives of performance appraisal system (PAS)  
(8Marks)
2.
  - a) Mention and discuss the broad areas of human resource management  
(8Marks)
  - b) Explain the following human resources management techniques and show their relevance and signification in human resources management processes:
    - i) Job analysis
    - ii) job description
    - iii) job specification  
(12Marks)
3.
  - a) Explain briefly the value of effective communication skills in the workplace.  
(10Marks)
  - b) What are the barriers to effective communication in the workplace?  
(10Marks)
4.
  - a) Explain the term Discipline  
(10Marks)
  - b) Identify and discuss the fundamental causes of Disciplinary action in organisation.

(10Mark  
s)

5.

a) What is collective bargaining?  
(8Marks)

b) List and discuss the necessary conditions for effective collective bargaining.  
(12marks)