



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2020\_2 EXAMINATION...**

**Course Code: BUS720**

**Course Title: HUMAN RESOURCE MANAGEMENT**

**Credit Unit: 2**

**Instructions:**

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

**Time Allowed: 2 Hours**

- 1a. Define and explain Human Resources in line with its nature and scope. 10marks
- b. Outline the importance of human resources to managers. 10marks
- c. Explain the limitation of selection. 10marks
- 2a. State at least seven (7) major concepts and techniques that a human resource manager would need to perform his job satisfactory. 10marks
- b. Define and explain strategy from the management point of view. 10marks
- 3a. What are the common barriers to communication in an organization, suggest how each can be overseen. 10marks
- b. What do you understand by human resource planning and of what use is it. 10marks
- 4a. Critically describe selection and state the problems of interview as a selection tool. 10marks
- b. List the common mistakes usually committed due to lack of knowledge of the basic concepts and techniques. 10marks
5. Explain any four of the following human resource management techniques and show their relevance and significance in human resource management processes
  - (i) Job analysis 5marks
  - (ii) Job description 5marks
  - (iii) Personal specification 5marks
  - (iv) Serial distortion 5marks
  - (v) Technical and physical barriers 5marks