



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, CADASTRAL ZONE, UNIVERSITY VILLAGE, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
2019_2 EXAMINATION

COURSE CODE: BUS 720

CREDIT UNIT: 2

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

TIME ALLOWED: 2 ½ HOURS

Instruction: 1. Attempt question number one (1) and any other two (2)

2. Question number one (1) is compulsory and attracts 30 marks, while any other two questions attract 20 marks each

3. Present your answers in a clear and orderly manner

1a. State and explain the four major proficiencies of a human resource manager (15marks)

1b. State 10 importance of human resource management to all managers (15marks)

2. State and discuss 3 approaches to organizational entry. (20marks)

3a. Write short notes on the following:

i. Job description

ii. Job analysis

iii. Job specification (10marks)

3b. Briefly explain the communication process in an organization. (10marks)

4a. Discuss the barriers to effective communication in an organization (10marks)

4b. Explain the terminology human resource planning (10marks)

5. Briefly analyze several simple tools or techniques used by managers for projecting personnel needs in an organization. (20marks)