



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2021_2 EXAMINATION⁴⁵⁶⁷⁸

Course Code: Human Resource Management

Course Title: BUS809

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 30marks while the other 2 questions carry 20marks each**
- 4. Present all your points in coherent and orderly manner**

Time Allowed: 2 Hours

Question One

Define the term Performance management **15marks**

Give and explain the two forms of measuring performance management.

15 Marks

Question Two

Within the context human resource management, outline and explain the barriers to effective communication in an organization

20 Marks

Question Three

Mention 5 limitations on the use of performance appraisal which is intended to evaluate performance.

Explain 5 factors that could lead to training in an organization

20 Marks

Question Four

Write short notes on the following

Monitoring advertisement

Industrial association

Professional pay monitoring services

Pay surveys

20 Marks