



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2022\_1 EXAMINATIONS**

**Course Code: BUS 720**

**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). What are the four categories of proficiencies expected of human resource manager?  
**12 Mks**
- b). Identify four fundamental principles on which human resource management are based?  
**8 Mks**
- c. Enumerate the similarities between the HRM and Personnel management practices?  
**10 Mks**
- 2a). Explain why communication is important to the managers? **15 Mks**
- 2b) Highlight the importance of job analysis? **5 Mks**
- 3a) How do you explain the term “Career Planning”? **5Mks**
- b) Explain in details the Vroom’s Expectancy theory of motivation? **15 Mks**
- 4.) Discuss why an organisation needs a well-designed reward system? **20 Mks**
- 5a) In what ways do you consider discipline and grievance to be opposite? **10 Mks**
- b) Discuss various levels in which collective bargaining could take place? **10 Mks**