



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2023\_2 EXAMINATIONS**

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**Course Code: BUS 720**

**Course Title: HUMAN RESOURCES 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 20 Marks each  
4. Present all your points in coherent and orderly manner

**Time Allowed: 2 Hours**

**EXAMINATION QUESTIONS**

1. (a) Discuss the various process of Settlements of Bargaining Impasses. (10 Marks)  
(b) Elaborate on the Methods or Techniques of Appraisal. (10 Marks)  
(c) There are so many benefits to be derived from career planning, Discuss on those benefits as identified by Werther et al (1996). (10 Marks)
2. (a) State Five (5) Advantages of Centralised System. (10 Marks)  
(b) Explain the Four (4) Categories of Human Resource Manager's Proficiencies. (10 Marks)
3. (a) Elaborate on the most common Employees Welfare Services by Werther & Davis (1996). (10 Marks)  
(b) Supportiveness is communicated most clearly with some kinds of response. Mention any Five (5) of these. (10 Marks)
4. (a) Typically, the total responsibility for training is shared in organisations among some people. Explain any of the Two (2). (10 Marks)  
(b) Discuss any Four (4) Essential Features of Disciplinary Procedure. (10 Marks)