



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**FACULTY OF MANAGEMENT SCIENCES**  
**DEPARTMENT OF BUSINESS ADMINISTRATION**  
**2024 1 EXAMINATION**

**COURSE CODE:** BUS 720  
**COURSE TITLE:** Human Resources Management  
**TIME ALLOWED:** 2Hrs  
**COURSE UNITS:** 2 Units  
**INSTRUCTION:** Attempt question ONE and any two (2) questions of your choice.  
Question 1 carries **30 Mark** while others carry **20 Marks**.

- 1a What qualities does human resources management have? **9mks**  
b. The terms personnel and human resource management is interchangeable. Are you in agreement? Your perspective should take into account both their similarities and contrasts. **7mks**  
c. What are the scope of Human Resource Management? **6mks**  
d. Dessler (2008) outlined the types of skills that a human resource management should have into four. List and explain each one of them. **8mks**
- 2a. Describe the fundamental components of the staffing process. **8mks**  
b. Analyze the three various organizational entry strategies critically. **12mks**
- 3a. What effects do motivation have on management practice? **7 1/2mks**  
b. Explain Abraham Maslow and Herzberg's two-factor theory of motivation  
**12 1/2mks**
- 4a. What is recruitment? **4mks**  
b. Describe the main recruitment sources. **6mks**  
c. What are the two requirements that must be met for an effective selection to take place? **4mks**  
d. What is shortlisting, exactly? Determine the three groups into which human resources managers should divide the applicants. **6mks**