



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2020_1 EXAMINATION

Course Code: BUS720

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 organization 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**