



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

**Course Code: MBA806**

**Course Title: HUMAN RESOURCES MANAGEMENT**

**Credit Unit: 3**

**Instructions:**

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt Question 1 and any other three (3) questions**
- 3. Question 1 is compulsory and carries 25 marks while the other 3 questions carry 15marks each**
- 4. Present all your points in coherent and orderly manner**

**Time Allowed: 3 Hours**

**1a.** Describe the structure and processes of the three main actors in an industrial relations system **(9marks)**

**1b.** What are the key elements that should be specified by a disciplinary procedure **(12marks)**

**1c.** The Personality theorists believed that human behavior stems from an interaction of person and situation, or internal and external characteristics. What are the implications for organisational entry? **(4marks)**

**2a.** With an aid of a diagram, explain the Conventional model of the communication process **(7marks)**

**2b.** Discuss some of the important operational imperatives that should guide the choice of appraisal techniques **(8marks)**

**3a.** Discuss the five methods by which Performance can be appraised **(10marks)**

**3b.** Explain the key conditions for effective collective bargaining **(5marks)**

**4a.** Describe the main stages in a formal procedure for handling grievances within an organization **(5marks)**

**4b.** The collective bargaining process is typically made up of a number of stages. List and explain these stages **(10marks)**

**5a.** Explain the problems that can affect the validity and dependability of the Performance Appraisal System. **(10marks)**

**5b.** What are the implications of the motivation theories for managers **(5marks)**

**6a.** Describe three options that could be used for effective control **(9marks)**

**6b.** Describe the importance of job analysis in sound and effective staffing **(6marks)**