



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2020_1 EXAMINATION

COURSE CODE: MPA871

COURSE TITLE: Public Personnel Management

CREDIT UNITS: 3

INSTRUCTION:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt question one (1) and any other two (2) questions – three questions in all**
- 3. Question one (1) is compulsory and carries 30marks, while the other questions carry 20marks each.**
- 4. Present all your points in coherent and orderly Manner**

TIME ALLOWED: 2 ½ HOURS

1. Personnel Management according to Edwin Flippo, is the process of obtaining and maintaining a satisfactory and a satisfied work force in an organization. List and discuss three (3) methods by which you can maintain a satisfied work force in an organization. **30marks**
2. List and discuss three (3) management functions of a Personnel Department in an organization. **20marks**
3. Promotion is the advancement of a serving employee from a lower to a higher rank. Mention and discuss three (3) criteria that can be used for the promotion of employees in organizations. **20marks**
4. State three (3) uses of employee performance appraisal in organizations and discuss them. **20marks**
5. Most employers of labour offer some measures of protection against hazards in work places. List and discuss three (3) of such measures that are applicable in Nigeria. **20marks**