



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
91, Cadastral Zone, NnamdiAzikiwe Express Way, Jabi-Abuja  
**FACULTY OF MANAGEMENT SCIENCES**  
**2021\_2 EXAMINATION** 45678

**Course Code: Human Resource Management**

**Course Title: BUS809**

**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 30marks while the other 2 questions carry 20marks each**
- 4. Present all your points in coherent and orderly manner**

**Time Allowed: 2 Hours**

**Question One**

Define the term Performance management **15marks**

Give and explain the two forms of measuring performance management.

**15 Marks**

**Question Two**

Within the context human resource management, outline and explain the barriers to effective communication in an organization

**20 Marks**

**Question Three**

Mention 5 limitations on the use of performance appraisal which is intended to evaluate performance.

Explain 5 factors that could lead to training in an organization

**20 Marks**

**Question Four**

Write short notes on the following

Monitoring advertisement

Industrial association

Professional pay monitoring services

Pay surveys

**20 Marks**