



NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2021_2 EXAMINATION

Course Code: MBA 806

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 behaviour 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)**