



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**PLOT 91, CADASTRAL ZONE, NNAMDI AZIKWE EXPRESS WAY, JABI –**  
**ABUJA**

**FACULTY OF MANAGEMENT SCIENCES**  
**DEPARTMENT OF ADMINISTRATION**

**EXAMINATION 2018**

---

**Course Code: BUS 720.**

**Course Title: Human Resources Management**

**Credit Unit: 2.**

**Time Allowed: 2 Hours.**

**Instructions: 1. Attempt Question 1 and any other two (2) Questions.**

**2. Question 1 is compulsory and carries 30 marks while the other 2 Questions carry 20 marks each.**

**3. Present all your points in coherent and orderly manner.**

---

**QUESTION 1 (Compulsory)**

- (a) Discuss the essence of human resource management (HRM) in business organisations.
- (b) Differentiate between personnel management and human resource management (HRM).

**QUESTION 2**

- (a) What is the value of effective communication skills in the workplace?
- (b) Discuss briefly the physical or technical, and socio-psychological barriers to effective communication. How do managers cope with these barriers in organisations?

**QUESTION 3**

- (a) What do you understand by human resource planning? Explain briefly its purpose in human resource management.
- (b) Enumerate and discuss the benefits of Human Resource Planning.

**QUESTION 4**

- (a) Think deeply and critically of a formal job interview in which you took part. As an interviewer, outline and explain the strengths and major weaknesses of the interview technique? What can be done to make the interview more effective?
- (b) List and discuss briefly the strengths and weaknesses of four (4) selection techniques that you are familiar with.

**QUESTION 5**

- (a) Differentiate between Career Development and Career Planning. What are the roles of the employee, manager and the employer in career planning?
- (b) Outline and discuss five (5) benefits of career planning