



**NATIONAL OPEN UNIVERSITY OF NIGERIA
PLOT 91, CADASTRAL ZONE, NNAMDI AZIKIWE EXPRESSWAY, JABI, ABUJA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF PUBLIC ADMINISTRATION
2019_1 EXAMINATION**

COURSE CODE: PAD771

CREDIT UNIT: 2

COURSE TITLE: PUBLIC PERSONNEL MANAGEMENT

TIME ALLOWED: 2 HOURS

INSTRUCTIONS:

- 1. Attempt Question One (1) and any other two (2) questions**
 - 2. Question 1 carries 30 marks, while the other questions carry 20 marks each**
 - 3. Present all points in coherent and orderly manner**
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1. Trace the origin and history of personnel management and industrial relations in Nigeria.

(15 marks) What are the factors that influence their development? **(15 marks)**

2. What is the meaning of performance appraisal? **(5 marks)** Critically examine performance appraisal methods and problems **(15 marks)**

3. What do you understand by the term “industrial grievances”? **(5 marks)** Discuss with appropriate and illustrative examples the statutory methods of settling industrial grievances **(15 marks)**

4. Explain the term industrial democracy **(5 marks)**. Critically evaluate the effectiveness of the mechanisms for achieving industrial democracy in Nigeria’s industrial relation system. **(15 marks)**

5. What do you understand by staff discipline and control? **(5 marks)** Explain the causes of indiscipline in organizations and the strategies for enhancing staff discipline and control. **(15 marks)**