



**NATIONAL OPEN UNIVERSITY OF NIGERIA**  
**91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja**  
**FACULTY OF MANAGEMENT SCIENCES**  
**2023\_1 POP EXAMINATION.**

**COURSE CODE:** BUS 809

**COURSE TITLE:** HUMAN RESOURCE MANAGEMENT

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

**TIME ALLOWED:** 2 Hours

1. a. Outline the scope of Human Resource management in the light of ongoing challenges in the organizations (10 Marks)
  - b. Training and Development is a broad area of HRM. Draw up the specific plans and procedures to guide the day to day practices under Training and Development. (10 Marks)
  - c. One of the key implications of the control loop as a metaphor for managing human resource is that there should be standards against which an individual can be assessed. State and explain the two types of measurements for performance. (10 Marks)
2. a. i. What do you understand by Tactical Human Resource Action Plans?  
ii. Draw up specific plans and procedures guiding short-term and day-to-day practices in the following areas of Human Resource management:
    - \* Procurement of utilization
    - \* Training and development
    - \* Maintenance and rewards
    - \* Labour-management relations(15 Marks)
  - b. Despite possible limitations, the process of job analysis can aid managers in human resource decision making. Justify this statement. (5 Marks)

3. a. If you are newly employed as a personnel manager in an oil producing firm and asked to recruit process engineers, which source of recruitment will you use for this purpose and why? (10 marks)
  
- b. State and explain communication behaviours that are likely to predominate in an open communications environment. (10 Marks)
  
4. a. State and discuss the two major ways of perceiving work organization? (10 marks)
  
- b. Give brief accounts of the unitary and pluralistic perspectives of industrial relations (10 marks)
  
5. Write short notes on the following
  - a. Job analysis (5 Marks)
  - b. Job description (5 Marks)
  - c. Performance management (5 Marks)
  - d. Strategic human resource management (5 Marks)