

NATIONAL OPEN UNIVERSITY OF NIGERIA
91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi-Abuja
FACULTY OF MANAGEMENT SCIENCES
2024 1 EXAMINATION

COURSE TITLE: HUMAN RESOURCES MANAGEMENT

COURSE CODE: BUS325

CREDIT UNITS: 3 UNITS

TIME ALLOWED: 2h:30min

INSTRUCTION: 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 **15 marks each**
4. Present all your points in a coherent and orderly manner

1a. Define conflict, and explain the following

- i. Inter-personal conflict
 - ii. Inter-group conflict (10 marks)
- b. Discuss only three external barriers in the process of communication that an organization can experience (6 marks)
- c. Explain Quality work life, and what the organization must do to enhance the working life of its members (9 marks)

2a. Discuss the three layers of culture in any organization (6 marks)

b. Discuss four organizational strategic plans that a company should adopt in collective bargaining (9 marks)

3a. Write on the following terms:

- i) Job rotation
- ii) Job enrichment
- iii) Job enlargement (9 marks).

b. What are the three main sources of information for job analysis? (6 marks)

4a. What are the four characteristics of organizational culture (10 marks)

b. Explain organizational socialization (5 marks)

5a. Write on the following:

- i. formal organization
- ii. informal organization
- iii. management development (9 marks)

b. What is turnover, mention the two methods of controlling turnover (6 marks)