



**NATIONAL OPEN UNIVERSITY OF NIGERIA
FACULTY OF MANAGEMENT SCIENCES
DEPARTMENT OF BUSINESS ADMINISTRATION
2024 1 EXAMINATION**

COURSE CODE: MBA806

COURSE TITLE: HUMAN RESOURCES MANAGEMENT

CREDIT UNIT: 3

INSTRUCTIONS: 1. Indicate your Matriculation Number Clearly
2. Attempt question one (1) and any other three (3) questions
3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15marks each.
4. Present all your points in a coherent and orderly manner.

TIME: 2hrs 30mins

Question 1

- (a) Analyze the Vroom's Expectancy Theory and bring out the implications of it to management practice **(10 marks)**
- (b) Discuss each of the following types of motivation:
 - i. Affiliation motivation **(5 marks)**
 - ii. Competence motivation **(5 marks)**
- (c) Highlight any five (5) principles of Coaching. **(5 marks)**

Question 2

- (a) Evaluate the Socio-psychological barriers to effective communication **(10 marks)**
- (b) Explain briefly two (2) ways messages can be distorted **(5 marks)**

Question 3

- (a) Discuss the Person - organization fit approach to organizational entry. **(10 marks)**.
- (b) Draw a distinction between the terms: Dissatisfaction, Complaints and Grievance **(5 marks)**

Question 4

- (a) Discuss the following four (4) key conditions for effective collective bargaining
 - (i) The social partners