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. i. Mention the Non-analytical job evaluation schemes.
   ii. Analyze the ranking method of job evaluation stating the merits and demerits. (10 Marks)

   b. Clearly state under four main headings, the differences between personnel management and human resource management as categorized by Storey (1995) (12 Marks)

   c. In the new era of information explosion, nothing is more central to an organization's effectiveness than its ability to generate and transmit relevant accurate, meaningful and understandable information among stakeholders. Discuss. (8 Marks)

   } 30 Marks

2. **a.** Discuss fully what a closed communication climate entails (10 Marks)

   b. Highlight and explain the communication behaviours that are likely to predominate in a closed communication environment (10 Marks)

   } 20 Marks

3. a. Explain the term job analysis? And state the importance of job analysis. (10 Marks)

   b. Differentiate HRM from personnel management? (10 Marks)

   } 20 Marks

4. a. Give a full overview of McClelland's Learned Needs Theory
    (8 Marks)
    b. State and describe the means of measuring performance and identify the strength and weaknesses
    (12 Marks)

    } 20 Marks

5. Write short notes on the following:
    i.   Serial distortion   (4 Marks)
    ii. Recruitment methods   (4 Marks)
    iii. The closed communication climate   (4 Marks)
    iv. Grievance procedure   (4 Marks)
    v.   Perception   (4 Marks)

    } 20 Marks