



NATIONAL OPEN UNIVERSITY OF NIGERIA
Plot 91, Cadastral Zone, Nnamdi Azikiwe Express Way, Jabi – Abuja
DEPARTMENT OF BUSINESS ADMINISTRATION
FACULTY OF MANAGEMENT SCIENCES
2025_2 EXAMINATIONS

COURSE CODE: MBA821

COURSE TITLE: PERSONAL STAFF EVALUATION

CREDIT UNIT: 3

INSTRUCTION:

- 1. Indicate your Matriculation Number clearly**
- 2. Attempt question one (1) and any other three (3) questions; four questions in all**
- 3. Question one (1) is compulsory and carries 25 marks, while the other questions carry 15 marks each.**
- 4. Present all your points in a coherent and orderly Manner**

TIME ALLOWED: 2½ Hours

1. (a) Explain the term training. (5 marks)
(b) Highlight the need for training in an organization. (10 marks)
(c) Explain the importance of training in an organization. (10 marks)
2. (a) List and explain the types of employees training you know. (7 marks)
(b) Explain in details various on the job and off the job training method. (8 marks)
3. (a) List the rationale for performance appraisal. (5 marks)
(b) Describe performance appraisal process and explain reliability and validity of the system. (10 marks)
4. (a) Explain in details what you understand by management by objectives (MBO) (5 marks)
(b) Define transfer outline four advantages and four disadvantages of frequent transfer of personnel. (10 marks)
5. (a) Discuss five condition that qualifies employees to enjoy pension. (5 marks)
(b) Identifies five basic strategies for managing the problems of redundancies in an organization. (10 marks)
6. (a) Explain the various features of an effective appraisal system (5 marks)
(b) Discuss five major human errors (problems) associated with efficiency rating techniques. (10 marks)