



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT
(DHIM M13)

BHC 2330: HUMAN RESOURCE MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Two printed pages.*

SECTION A (Compulsory) 30 Marks

QUESTION 1

The management of LA-SCALA Beach Resort wants to recruit staff. The Managing Director has approached you as a Human Resource Consultant to advise them on the best recruitment process that is cost effective to the organization. **(30 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) List and explain any **TWO** internal and **THREE** external factors that affect recruitment. **(10 marks)**
- b) Discuss any **FOUR** advantages and **FOUR** disadvantages of internal recruitment. **(8 marks)**

QUESTION 3

- a) Outline any **SIX** difference between Human Resource Management and Personnel Management. **(12 marks)**
- b) Define the following terminologies:
 - i) Disputes
 - ii) Conflicts
 - iii) Compensation
 - iv) Performance appraisal **(8 marks)**

QUESTION 4

- a) Define Trade Unions. **(2 marks)**
- b) List any **FIVE** roles of trade unions in an organization. **(10 marks)**

QUESTION 5

- a) List and explain any **FIVE** methods of selection and testing techniques. **(10 marks)**
- b) i) Define industrial relations. **(2 marks)**
ii) Outline **FOUR** importance of good industrial relations. **(8 marks)**