



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT

BHR 2330: HUMAN RESOURCE MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: MARCH 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 LE TROPICAL HOTEL has approached you as an Human Resource Consultant to advise them on the management functions that the organization should adopt to ensure smooth operations.

Required:

- a) List and explain any **FIVE** functions that the management should adopt. **(10 marks)**
- b) List and explain any **FIVE** principles of management. **(10 marks)**
- c) List any **FIVE** advantages and **FIVE** disadvantages of internal recruitment. **(10 marks)**

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

- a) Define trade unions. **(10 marks)**
- b) Explain any **FIVE** importance of trade unions in an organization. **(10 marks)**

QUESTION 3

Define the following terms:

- a) Recruitment **(5 marks)**
- b) Performance appraisal. **(5 marks)**
- c) Compensation **(5 marks)**
- d) Disputes. **(5 marks)**

QUESTION 4

- a) Outline any **FIVE** difference between Human Resource Management and Personnel Administration. **(10 marks)**
- b) Explain any **FIVE** methods of selection and testing techniques. **(10 marks)**

QUESTION 5

- a) Define industrial relations. **(5 marks)**
- b) Importance of Human Relation at a work place. **(15 marks)**