



**TECHNICAL UNIVERSITY OF MOMBASA**  
***School of Humanities & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT  
(DHIM M13)

**BHC 2330: HUMAN RESOURCE MANAGEMENT**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES:** JUNE/JULY 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 Tropical Beach Resort has approached you as a HR Consultant to advice them on the management functions that they should adopt to ensure smooth and effective operators in the hotel.

#### Required

List and explain any **FIVE** management functions. (30 marks)

## SECTION B (Answer any TWO questions) 40 Marks

### QUESTION 2

- a) Outline and explain any **SIX** principle of management. (12 marks)
- b) Discuss any **FOUR** types of selection and testing technique. (8 marks)

### QUESTION 3

- a) Discuss any **FOUR** methods of resolving conflict in an organization. (12 marks)
- b) Name any **FOUR** types of conflict. (8 marks)

### QUESTION 4

- a) With relevant examples define the following terms:
  - i) Performance appraisal
  - ii) Recruitment
  - iii) Compensation
  - iv) Dispute (12 marks)
- b) List any **THREE** advantages and **THREE** disadvantages of the external recruitment. (8 marks)

### QUESTION 5

- a) Define trade unions. (2 marks)
- b) Outline the roles of trade unions in the organizations.