



**TECHNICAL UNIVERSITY OF MOMBASA**  
***School of Humanities & Social Studies***  
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

**BMG 4140: HUMAN RESOURCE MANAGEMENT**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES: JUNE/JULY 2015**

**TIME: 2 HOURS**

**INSTRUCTIONS:**

- Answer question **ONE (Compulsory)** in Section **A** and any other **TWO** questions in Section **B**.

*This paper consists of Two printed pages*

---

---

**SECTION A (Compulsory)**

**QUESTION 1**

- a) Why should organizations be managed ethically. **(15 marks)**
- b) Explain the importance of planning as management function. **(15 marks)**

**SECTION B (Answer any TWO questions)**

**QUESTION 2**

- a) Explain the various causes of poor industrial relations. **(10 marks)**
- b) Discuss the possible remedies of poor industrial relations. **(10 marks)**

### **QUESTION 3**

“Human Resource Managers in the tourism industry are faced by a myriad of challenges”. Discuss.

**(20 marks)**

### **QUESTION 4**

Employee in organization should be motivated in order to be effective. Discuss the importance of motivation.

**(20 marks)**

### **QUESTION 5**

Training is complementary role to play in learning. Discuss.

**(20 marks)**