



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BMG 4140: HUMAN RESOURCE MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 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) Discuss why people resist change and way of reducing resistance to change in the organization. **(15 marks)**
- b) Teamwork is very important in management. Discuss. **(15 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

Health and safety is paramount in every organization discuss various causes of accident and the remedies. **(20 marks)**

QUESTION 3

- a) Conflict can be both dysfunctional and functional discuss various causes of conflicts. **(10 marks)**
- b) Explain ways of solving conflicts. **(10 marks)**

QUESTION 4

- a) Change is inevitable discuss. **(10 marks)**
- b) The need for the right candidate for job is important discuss. **(10 marks)**

QUESTION 5

- a) Explain the decision making process. **(10 marks)**
- b) Discuss the disciplinary procedure and give various reasons why there is indiscipline in the workplace. **(10 marks)**