



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

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT  
(BSTM)

**BMK 4341: HUMAN RESOURCE MANAGEMENT II**

SPECIAL/SUPPLEMENTARY EXAMINATIONS

**SERIES: MARCH 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*

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**SECTION A (Compulsory)**

**QUESTION 1**

- a) Using the Diamond Service Model describe the human resource planning function in relation to stakeholders. **(20 marks)**
- b) With varied responsibilities, the human resource department needs to bring together a large pool of skills. These functions fall into **SIX** basic functions. Discuss. **(5 marks)**

**QUESTION 2**

Discuss the human resource role in organizational culture. **(15 marks)**

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

**QUESTION 3**

The commitment to sustainable development requires that management understand the immediate and long-term interactions with, impacts on people and environment. Explain. **(15 marks)**

**QUESTION 4**

Discuss the ethical issues in human resource management. **(15 marks)**

**QUESTION 5**

Describe the employment challenges experienced by minority groups in the hospitality and tourism industry:

- a) Women **(5 marks)**
- b) Disabled **(5 marks)**
- c) Older workers. **(5 marks)**