TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE:

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT (DHIM M/S15)

BHR 2330: HUMAN RESOURCE MANAGEMENT

SPECIAL SUPPLEMENTARY EXAMINATION

SERIES: SEPT. 2017

TIME: 2HOURS

DATE: Pick DateSep2017

Instructions to Candidates
You should have the following for this examination
-*Answer Booklet, examination pass and student ID*
This paper consists of **FIVE** questions. AttemptChoose instruction.
Do not write on the question paper.

SECTION A (Answer all the questions)   30 POINTS

QUESTION ONE

  I.   Using examples from hospitality industry, discuss the functions of human resource department under;
    i.   Managerial functions.   (8 marks)
    ii.   Operative functions.   (12 marks)
  II.   Describe any five salient features of manpower planning   (10 marks)

SECTION B (Answer only <u>TWO</u> questions)

QUESTION TWO

Outline any ten sources of employee recruitment that can be used by a classified tourist hotel (20 marks)

QUESTION THREE

Discuss the benefits of training to employees and organizations (20 marks)

QUESTION FOUR

Evaluate the use of the following methods of wage payments citing the pros and cons of each

    i.   Time rate method (10 marks)
   ii.   Piece rate method (10 marks)

QUESTION FIVE

    i.   Explain the steps in job analysis process (10 marks)
   ii.   Explain the significance of conducting job analysis (10 marks)