

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF TECHNOLOGY IN HOTEL AND HOSPITALITY
MANAGEMENT (CLASS)

BHR 4140: HUMAN RESOURCE MANAGEMENT1

END OF SEMESTER EXAMINATION

SERIES: JUNE 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

- a) Describe the objectives of human resource planning and the various elements of an effective process. (20 marks)
- b) Discuss the factors that influence the nature of human resource planning. (10 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

Discuss the culture of high labor turnover in hospitality and describe the various methods used to measure the labor turnover (20 Marks)

QUESTION THREE

- a) Describe the tools and techniques used in job design (10 marks)

b) Discuss the various influences that need to be taken into account when designing jobs (10 marks)

QUESTION FOUR

Discuss the function of performance appraisal in an organization and highlight the common problems that plague the process. (20 marks)

QUESTION FIVE

Discuss the proposition that a contract of employment is much more than the 'written statement' required by the Employment Rights Act (20 marks)