

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF:

BACHELOR OF SCIENCE IN TOURISM MANAGEMENT (BSTM S14)

BHR 4341: HUMAN RESOURCE MANAGEMENT 2

END OF SEMESTER EXAMINATION

SERIES: JUNE 2017

TIME: 2 HOURS

DATE: Pick Date Sep 2017

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

Distinguish between the following HR functions

- a) Performance Appraisal and job evaluation (5 marks)
- b) Training and Development (5 marks)
- c) Discuss the various approaches to job evaluation and state their advantages and disadvantages

(20 Marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) Describe the types of contracts that define the employment relationships (10 marks)
- b) Outline the ways in which HR specialists can contribute to the development of a positive and productive employment relationship (10 marks)

QUESTION THREE

Discuss the concept of emotional intelligence as a management skill and describe the steps required to develop emotional intelligence (20 Marks)

QUESTION FOUR

Discuss the dimensions of the employment relationship and indicate how HR specialists can contribute to the development of a positive and productive employment relationship (20 Marks)

QUESTION FIVE

Discuss the ways in which the HR function can play a major part in developing a high commitment organization (20 marks)