



# TECHNICAL UNIVERSITY OF MOMBASA

## *Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN  
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

### **BHR 4140: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY & TOURISM**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2014

**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) Differentiate between Human Resource Management and Personnel Management. **(10 marks)**
- b) Describe the unique features of the hospitality industry and their implications on Human Resource management. **(20 marks)**

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

##### **QUESTION 2**

Discuss the factors that determine pay levels. **(20 marks)**

### **QUESTION 3**

Discuss **THREE** internal sources of recruitment and **SEVEN** external sources of recruitment.

**(20 marks)**

### **QUESTION 4**

Discuss the significance of industrial relations and outline the factors that influence sound industrial relations.

**(20 marks)**

### **QUESTION 5**

Discuss the concept of a reward system in terms of its components and elements.

**(20 marks)**