



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT

**UNIVERSITY EXAMINATION FOR THE DIPLOMA OF:**

**DIPLOMA IN HOSPITALITY & INSTITUTIONAL MANAGEMENT AND**

**DIPLOMA IN TOURISM MANAGEMENT**

**BHR 2330: HUMAN RESOURCE IN HOSPITALITY & TOURISM**

**END OF SEMESTER EXAMINATION**

**SERIES: MARCH 2022**

**TIME: 2 HOURS**

**DATE:** Pick Date Dec 2021

## **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 question ONE (Compulsory) and any other **TWO** questions.

**Do not write on the question paper.**

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## **SECTION A (Answer all the questions)**

**30 POINTS**

### **QUESTION ONE**

- I.** Discuss any **FIVE (5)** HRM challenges organizations are encountering as a result of changes in the environments they operate in **(20 marks)**
  
- II.** Disciplinary measures in any organization should be fair, just and acceptable to all employees in an organization. Discuss any **FIVE (5)** principles for maintenance of discipline in organizations **(10 marks)**

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

### **QUESTION TWO**

- I. Learning how to solve problems and making decisions properly is vital and important in an organization. Briefly discuss the **SIX (6)** steps in problem solving and decision making process **(12 marks)**
- II. Briefly explain any **FOUR (4)** reasons to justify the need for Human Resource Planning in an organization **(8 marks)**

### **QUESTION THREE**

- I. Briefly discuss any **SEVEN (7)** factors influencing wages and salary structures in an organization. **(14 marks)**
- II. Write short notes on the following
  - (a) Job Description **(2 marks)**
  - (b) Collective Bargaining **(2 marks)**
  - (c) Trade Unions **(2 marks)**

### **QUESTION FOUR**

- I. Define the term "Job Analysis **(2 marks)**
- II. Briefly describe the **SIX (6)** steps in job analysis process **(18 marks)**

### **QUESTION FIVE**

- I. Discuss any **FIVE (5)** purposes of performance appraisal. **(10 Marks)**
- II. Briefly explain the **FIVE (5)** causes of grievances of employees in modern organizations **(10 marks)**