



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

SUPPLEMENTARY/SPECIAL EXAMINATIONS

SERIES: OCTOBER 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

SECTION A (Compulsory)

QUESTION 1

- a) Differentiate between the following terms used in HRM
 - i) Recruitment and selection
 - ii) Training and development
 - iii) Job descriptions and Job specifications
 - iv) 'Hard' human resource + 'soft' Human resource management.

(10 marks)

- b) Discuss the causes of a significance of labour turnover on the HR planning in the Hospitality industry. **(20 marks)**

SECTION B (Answer any TWO questions)

QUESTION 2

- a) Explain **FOUR** different types of motivation. **(8 marks)**
b) Outline **FOUR** reasons for motivating workers. **(8 marks)**
c) Describe methods you can use to motivate your workers. **(8 marks)**

QUESTION 3

Describe the process of job analysis and highlight the factors that may affect it. **(20 marks)**

QUESTION 4

- a) Describe **FOUR** kinds of Human Resource Audit. **(8 marks)**
b) Briefly explain the core functions of the Human Resource Audit. **(12 marks)**

Or

“Discuss the function of the Human Resource Audit and its impact on the organization’s strategic performance. **(20 marks)**”

QUESTION 5

- a) Explain the importance and functions of trade unions in employee relations. **(10 marks)**
b) Outline the requirements of good employee relations. **(10 marks)**