



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 S23)

HHT 4202: HUMAN RESOURCE MANAGEMENT

SERIES: DECEMBER 2024

TIME: 2 HOURS

DATE: Pick Date DECEMBER 2024

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.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

a) Describe the following terms and outline their purpose in Human Resource Planning

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|------|-------------------|---------|
| I. | Job Design | 5 Marks |
| II. | Job Description | 5 Marks |
| III. | Job specification | 5 Marks |

b) Discuss the various approaches to Job design. (15 marks)

QUESTION TWO

Discuss the concept of Emotional Labor and give suggestions on how to manage it effectively in the Hospitality industry (20 Marks)

QUESTION THREE.

Discuss the importance of Performance Appraisal in an organisation.

(10 Marks)

Outline five (5) basic steps used in handling performance problems

(10 Marks)

QUESTION FOUR

Discuss the culture of high labor turnover in hospitality and highlight the main costs associated with labor turnover (20 Marks)

QUESTION FIVE

a) Describe the objectives of a systematic wage and salary administration system. (10 Marks)

b) Discuss the relationship between fringe benefits, incentive schemes and alternative methods of wage and salary administration. (10 Marks)