



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: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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 objectives of human resource planning
(10 marks)
- b) Outline the approaches used in Job Design. (10 marks)
- c) Discuss the factors that influence the nature of human resource planning. (10 marks)

QUESTION TWO

- a) Differentiate between Training and Development of employees. (10 Marks)
- b) Describe the methods of training utilized in the hospitality industry and indicate their merits and demerits (10 Marks)

QUESTION THREE

Discuss the importance of Performance Appraisal and outline five (5) basic steps used in handling performance problems (20 Marks)

QUESTION FOUR

- a) Describe the unique characteristics of the Industry's primary and secondary labor markets (10Marks)
- b) Highlight the unique Human Resource problems that are common in the tourism & hospitality industry (10Marks)

QUESTION FIVE

Describe the process of employee recruitment and selection in tourism and hospitality organizations **20 marks**