



TECHNICAL UNIVERSITY OF MOMBASA

School of Humanities and Social Sciences

Department of HOSPITALITY & Tourism MANAGEMENT

UNIVERSITY EXAMINATION FOR THE DEGREE OF: BACHELOR OF TECHNOLOGY IN HOSPITALITY MANAGEMENT (BTHM S22)

HHH 4310: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY

END OF SEMESTER EXAMINATION

SERIES: APRIL 2025

TIME: 2 HOURS

DATE: Pick Date APR 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 all of section A and any two questions in Section

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Do not write on the question paper

SECTION A (Answer ALL questions)

[30 MARKS]

Question ONE

a) Expound on the following terms as used in HRM:

[15 marks]

- i. Wages
- ii. Bonuses
- iii. Job Description
- iv. Head hunting
- v. Trade Union.

- b) Describe a typical Theory Y employee as per McGregor's motivation theory.

[5

marks]

- c) Explain the following mantra: 'Criticise *in camera*; compliment in public.' [4 marks]
- d) State any **six** reasons why employees should be encouraged to take up any training and development opportunities provided by the employer. [6 marks]
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SECTION B (Answer ANY TWO questions)

[40 marks]

Question TWO

- a) Fully describe the Performance Appraisal process. [12 marks]
- b) Highlight any **eight** challenges brought about by expatriation. [8 marks]

Question THREE

- a) Describe in detail the various stages of the Employee Lifecycle. [14 marks]
- b) Distinguish between Internal and External Equity in compensation. [6 marks]

Question FOUR

- a) Highlight any **ten** key points raised in the Occupational Safety and Health Act. [10 marks]
- b) Elucidate on the following types of leave:
- i. Maternity leave [5 marks]
 - ii. Compassionate leave. [5 marks]

Question FIVE

- a) Discuss any **five** current challenging issues regarding ethics and professionalism in HRM in the Kenyan context of Hospitality & Tourism. [10 marks]
- b) Elaborate on any **two** tools of performance management. [10 marks]