



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN CATERING AND ACCOMMODATION MANAGEMENT
DIPLOMA IN TOURISM MANAGEMENT
(DCAM M11 & DTM M11)

BHR 2330: HUMAN RESOURCE MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2013

TIME: 2 HOURS

INSTRUCTIONS:

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- ***This paper consists of Two printed pages.***

SECTION A (Compulsory) 30 Marks

QUESTION 1

- a) i) Define personnel management. (5 marks)
ii) Discuss **FIVE** functions of personnel management. (15 marks)
- b) What are the main benefits of training? Discuss. (10 marks)

SECTION B (Answer any TWO questions) 40 Marks

QUESTION 2

Discuss the changes that the Human Resource department has undergone throughout the time of the industrial revolution through the middle of the 20th Century to date. (20 marks)

QUESTION 3

- a) Explain **FOUR** types of motivation. (12 marks)
- b) How would you use Abraham Maslow's motivation theory to motivate your workers? (8 marks)

QUESTION 4

- a) Discuss **FIVE** limitations of the interview as a selection tool. (10 marks)
- b) Define recruitment and its importance in any establishment. (10 marks)

QUESTION 5

Discuss Human Resource challenges in the 21st Century with special reference to hospitality and tourism. (20 marks)