



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL MANAGEMENT

(DHM J12)

**BMG 2131: PRINCIPLES & PRACTICE OF MANAGEMENT II**

END OF SEMESTER EXAMINATIONS

**SERIES:** DECEMBER 2013

**TIME:** 2 HOURS

**INSTRUCTIONS:**

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

## SECTION A (Compulsory) 30 Marks

### QUESTION 1

- a) Write brief notes on the nature of human resource management. (8marks)
- b) Explain the following concepts. (12marks)
- i) Performance appraisal
  - ii) Labor relations
  - iii) Recruitment
  - iv) Staff development
  - v) Staff selection
  - vi) Job analysis
- c) Outline the sources of information or performance data as applied in the 360-degree performance appraisal. (10marks)

## SECTION B (Answer any TWO questions) 40 Marks

### QUESTION 2

- a) Explain the four(4) fundamental leadership styles identified based on managers' exercise of power On their subordinates. (8 marks)
- b) Distinguish between leaders and managers in the context of the hospitality industry co-operate environment (2 marks)
- c) Describe five(5) types of a source of power exercised by co-operate leaders in the tourism industry. (10marks)

### QUESTION 3

- a) Briefly outline the nature and character of organization control within the context of a hospitality establishment. (10marks)
- b) Describe the characteristics of quality information. (8marks)
- c) Explain why information is important in managers day to day activities. (10marks)

### QUESTION 4

- a) Distinguish between data and information. (2marks)
- b) Describe the character of quality information. (8marks)
- c) Explain why information is important in mangers day to day activities. (10marks)

### QUESTION 5

- a) Describe four (4) types of management information systems (MIS) highlight examples of their applications in the hospitality Industry organization. (10marks)
- b) Outline five(5) factors that are likely to catalyze organizational change in the context of hospitality industry firms. (10marks)