



# TECHNICAL UNIVERSITY OF MOMBASA

*Faculty of Business & Social Studies*

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL INSTITUTIONAL MANAGEMENT  
(DHIM J12)

**BHR 2330: HUMAN RESOURCE MANAGEMENT**

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 Two printed pages.***

## **SECTION A (Compulsory) 30 Marks**

### **QUESTION 1**

- a) Discuss Five (5) characteristics of personnel management. (10marks)
- b) Explain with the aid of a diagram (7) seven steps you would follow to select your employees. (20 marks)

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

### **QUESTION 2**

- a) Explain four (4) different types of motivation. (8 marks)
- b) i) Outline four (4) reasons why it is important to motivate workers. (4marks)
- ii) Briefly explain what methods you would use to motivate your workers. (8marks)

### **QUESTION 3**

Discuss three (3) internal sources of recruitment and seven (7) external sources of recruitment.(20marks)

### **QUESTION 4**

Describe five (5) internal training and 5 external training the HR department can use to train its employees. (20 marks)

### **QUESTION 5**

Discuss the current trends in the management of human resources in the hospitality and tourism sector in the 21 Century. (20marks)