



# MACHAKOS UNIVERSITY

University Examinations 2018/2019

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR SPECIAL/SUPPLEMENTARY FOR

BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

BBA 301: HUMAN RESOURCE IN HOSPITALITY AND TOURISM

DATE: 26/7/2019

TIME: 8.30-10.30 AM

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## INSTRUCTIONS

**Answer Question One and Any Other Two Questions**

### Section A: Answer All Questions in this Section

1. a. Briefly explain five characteristics of human resource management. (5 marks)
- b. List the types of human resource policies and procedures. (4 marks)
- c. Highlight five characteristics of human resource management. (5marks)
- d. Differentiate between vertical and horizontal integration as used in human resource management. (4 marks)
- e. List five various activities that are covered by human resource management.(5 marks)
- f. There are different factors that will affect human resource human resource policies and practices. Identify five internal environmental factors. (5 marks)
- g. Define the term human resource. (2 marks)

### Section B: Answer any two questions in this section.

2. a. Discuss the various challenges and barriers of human resource in the hospitality and tourism industry. (10 marks)
- b. List and explain the five models of human resource management. (10 marks)
3. a. Discuss in details importance of performance appraisal. (10 marks)

- b. Discuss the role of human resource management department (10 marks)
4. a. Discuss the various reasons for having human resource policies and procedures. (10 marks)
- b. Discuss the emerging trends and issues in human resource in the hospitality and tourism industry. (10 marks)
5. a. List and explain the objectives of human resource planning. (10 marks)
- b. As a human resource manager you are tasked to employ staff for a new hotel in Machakos. In details explain the challenges that you will face while outsourcing your employees. (10 marks)