



# MACHAKOS UNIVERSITY

University Examinations 2021/2022 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST/SECOND SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BBA 301: HUMAN RESOURCE IN HOSPITALITY AND TOURISM

MANAGEMENT

DATE:

TIME:

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**INSTRUCTIONS:** Answer Question **One (Compulsory)** and any other **Two** Questions.

- a) The primary objective of HRM is to ensure the availability of competent and willing workforce to an organization. Discuss 4 of the specific objectives. (8 marks)
- b) Highlight 5 major importance of HRP. (5 marks)
- c) Distinguish between internal and external sources of recruitment. (4 marks)
- d) Highlight key areas in Human resource that require specific strategies. (5 marks)
- e) Briefly explain 3 the advantages of internal source of recruitment. (6 marks)
- f) Highlight 2 barriers to Human Resource Planning. (2 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS. (40 MARKS)**

**QUESTION TWO (20 MARKS)**

- a) HRM objectives can be summarized under four specific objectives. Interpret using a clear diagram. (10 marks)
- b) Human Resource Planners face significant barriers while formulating an HRP. Elaborate. (10 marks)

**QUESTION THREE (20 MARKS)**

- a) Using a clear diagram discuss the six steps of job analysis. (10 marks)
- b) Review in details using examples 5 the role of HRM in the present millennium. (10 marks)

**QUESTION FOUR (20 MARKS)**

- a) Drawing from Kathleen Monks model, interpret the roles of human resource practioners. (10 marks)
- b) An employee will become more efficient and productive if he/she is trained well. Citing relevant examples analyze 5 importance of employee training. (10 marks)

**QUESTION FIVE (20 MARKS)**

- a) The performance appraisal system of one organization may vary from another organizations. Analyze 5 of the specific steps that an organization may follow. (10 marks)
- b) Managing ethical issues in Human resource management is very important. Discuss 5 importance of ethics. (10 marks)