



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF HOSPITALITY MANAGEMENT

BBA 301: HUMAN RESOURCE IN TOURISM AND HOSPITALITY

DATE: 23/9/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS:

Answer question one and any other two questions

Section A: Answer All Questions in this Section

1. Outline essential elements of health and safety audit. (6 marks)
2. Highlight major policies that may guide management of human resource. (5 marks)
3. Distinguish between soft and hard versions of human resource management. (4 marks)
4. Highlight key areas in Human resource that require specific strategies (5 marks)
5. Briefly explain the advantages of internal source of recruitment (6 marks)
6. Highlight major types of human resource records and their significance (4 marks)

SECTION B: ANSWER ANY TWO QUESTIONS IN THIS SECTION.

7. a. Best fit is more important than best practice. Evaluate this statement (10 marks)
b. Discuss the significance of the resource-based view of strategic human resource management in tourism and hospitality. (10 marks)
8. a. Discuss the implications of international environmental and cultural differences in human resource management.
b. Discuss the challenges of global human resource management and suggest the solution to each challenge (10 marks)

9. a. Discuss the changing roles of managers in contemporary management. (10 marks)
- b. Drawing from Kathleen Monks model, explain the roles of human resource practioners. (10 marks)
10. a. Discuss the benefits of using human resource information system to manage human resources (10 marks)
- b. Explain five most popular applications of a human resource information system (10 marks)