



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

FIRST SEMESTER EXAMINATION FOR DIPLOMA II IN HOSPITALITY &
TOURISM MANAGEMENT

DHTM 028: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY

DATE: 1/8/2016

TIME: 8:30 – 10:30 AM

INSTRUCTIONS:

- (i) **This paper consists of two sections A and B.**
 - (ii) **Answer all the questions in section A and any two questions in section B.**
1. (a) Define the following terms (10 marks)
- i) Human resources
 - ii) Human resources management
 - iii) Wages
 - iv) Recruitment
 - v) Selection
- (b) State five essential characteristics of sound policies. (5 marks)
- (c) Differentiate between training and development. (5 marks)
- (d) Explain five alternatives to downsizing. (10 marks)

SECTION B: ANSWER ANY TWO QUESTIONS

2. (a) Explain any five contents of a job specification. (10 marks)
- (b) State the steps used in succession planning. (10 marks)

3. (a) Explain five human resources responsibilities. (10 marks)
- (b) Highlight five popular theories of motivation. (10 marks)
4. (a) Explain five benefits of training. (10 marks)
- (b) Highlight the five factors that determine labour compensation. (10 marks)
5. (a) State the importance of industrial relations. (10 marks)
- (b) Explain the types of performance review. (10 marks)