



MACHAKOS UNIVERSITY

University Examinations 2016/2017

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT HOSPITALITY MANAGEMENT

**SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN
HOSPITALITY AND TOURISM MANAGEMENT**

DHTM 028: HUMAN RESOURCE MANAGEMENT

DATE: 29/5/2017

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.

SECTION A

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

- | | | | |
|----|----|---|------------|
| 3. | a) | Outline 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) | Describe 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) |