



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 DEGREE IN BACHELOR OF SCIENCE IN HOSPITALITY & TOURISM MANAGEMENT

HTM 307: HUMAN RESOURCE MANAGEMENT

DATE: 9/8/2016

TIME: 11:00 – 1:00 PM

INSTRUCTIONS.

Answer ALL questions in section A and any TWO in section B

SECTION A COMPULSORY (30 marks)

QUESTION ONE

- a) The tourism and hospitality sector is a service oriented industry and therefore depends on human resource. Explain the functions of Human Resource management as a body of knowledge and a set of practices that define the nature of work and regulate the employment relationship within the hospitality industry. (10 marks)
- b) Highlight and discuss the differences and similarities between Human Resource management and Personnel management. (10 marks)
- c) Highlight the current emerging trends and issues in Human Resource Management

(10 marks)

SECTION B (40 MARKS)

QUESTION TWO

- a) 'HRM systems can be the source of organizational capabilities that allow firms to learn and capitalize on new opportunities.' Specifically, HRM is concerned with achieving objectives in the certain areas. Discuss the HRM strategies leading to the achievement of the objectives. (10 marks)
- b) Highlight and briefly explain the core functions of HRM. (10 marks)

QUESTION THREE

- a) Giving relevant examples, enumerate the various challenges facing Human resource managers in the Hospitality industry. (12 marks)
- b) What aspects would you as a HR practitioner consider when managing change in your organisation. (8 marks)

QUESTION FOUR

- a) State and explain the benefits of having a diverse workforce in the hospitality industry. (10 marks)
- b) Hospitality is a people oriented industry by characteristic. Highlight and discuss the challenges of having a diverse workforce. (10 marks)

QUESTION FIVE

You have been appointed the new HR Manager in your tourism and hospitality establishment and you have are to give a speech during the end of year party. Briefly highlight the following employee relations accept you will consider in your address to the staff members.

- a) Importance of employee relations. (5 marks)
- b) Ways of improving employee relations. (5 marks)
- c) Activities imperative to healthy employee relations management. (10 marks)