



MACHAKOS UNIVERSITY

University Examinations 2017/2018

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

SECOND YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN

HOSPITALITY AND TOURISM MANAGEMENT

DHTM 028: HUMAN RESOURCE MANAGEMENT

DATE: 11/12/2017

TIME: 2:00 – 4:00 PM

INSTRUCTIONS

Answer all questions in section A and any two 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)