

**MAASAI MARA
UNIVERSITY**

**REGULAR UNIVERSITY
EXAMINATIONS**

2018/2019 ACADEMIC YEAR

**SCHOOL OF TOURISM AND
NATURAL RESOURCES**

**BACHELOR OF HOTEL AND
HOSPITALITY MANAGEMENT**

THIRD YEAR SECOND SEMESTER

COURSE CODE: BHHM 3203

**COURSE TITLE: HUMAN RESOURCE
MANAGEMENT**

DATE: -----

TIME:

INSTRUCTIONS TO CANDIDATES

1. Answer questions **ONE** and any other **THREE** questions.
2. The paper consists of **TWO** printed pages. Please turnover.

QUESTION ONE (25 MARKS)

- a) Discuss with reasons the development of Human Resource Management from personnel management, to currently called Human Resource Management, highlighting what its future change will be.

(10 marks)

- b) Explain with illustrations the philosophy behind Human Resource Management in Hospitality Industry.

(5 marks)

- c) With reference to strategic planning, discuss the key socialization processes that are applied, when a new employee joins the Hospitality Industry.

(5 marks)

- d) Explain the concept "Redundancy" highlighting its causes and effects, in the Hospitality Industry.

(5 marks)

QUESTION TWO (15 MARKS)

- a) Human Resource Management is the basis of all Management activity in an organization. Discuss the above

statement with illustrations from Hotel and Hospitality Industry.

(10 marks)

b) Ethical issues are paramount in Hotel and Hospitality Industry. Clearly highlight the significance of the following codes in promoting professionalism and guiding behaviour in the Hospitality Industry.

- i) Competence
- ii) Justice
- iii) Integrity
- iv) Utility
- v) Accountability

(5 marks)

QUESTION THREE (15 MARKS)

a) With reference to the Employment Act 2007 and Labour Relations Act 2007, discuss how the HRM manager in the Hotel and Hospitality industry may handle Turnover, Recruitment, morale and lose of goods issues.

(10 marks)

b) Elaborate on the characteristics of an effective performance appraisal practice in an Organization.

(5 marks)

QUESTION FOUR (15 MARKS)

a) Discuss, with reasons, four areas that require Human Resource Training and development in Hospitality Industry.

(8 marks)

b) Broadly explain the global trends in Hospitality Industry.

(7 marks)

QUESTION FIVE (15 MARKS)

- a) Human Resource Department team faces problems in running the department and enforcement of policies in hospitality industry in general. Explain the following issues, specifying how they may be fixed in an International Hospitality Industry.
- i) Recruitment of talent
 - ii) Benefits and compensation

(10 marks)

- b) Under what grounds is an employee said to be and not to be discriminated in the Hospitality Industry.

(5 marks)