



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

INSTITUTE OF OPEN, DISTANCE AND E-LEARNING

SECOND SEMESTER EXAMINATION FOR THE DEGREE OF MASTER OF SCIENCE

(HOSPITALITY AND TOURISM MANAGEMENT)

HTM 503: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY & TOURISM

DATE: TUESDAY, 9TH JULY 2013

TIME: 2.00 P.M. – 5.00 P.M.

INSTRUCTIONS:

- Answer any **THREE** questions.
 - This exam carries **60** points.
 - Start each question on a fresh page, all subsections should be part of the same question.
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1. You are a human resource manager of large hospitality concern, discuss the welfare concerns you would put in place. (20 marks)
 2. (a) Discuss the essential health issues that HRM and responsive organizations need to address in employment. (12 marks)
(b) Highlight the insurance benefits compensation to be awarded to employees in the 21st century. (8 marks)
 3. Evaluate emerging trends in HR systems. (20 marks)
 4. Discuss the global challenges of international human resource management. (20 marks)
