



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2009/2010

INSTITUTIONAL BASED PROGRAMME (IBP) AUGUST SESSION
EXAMINATION FOR THE DEGREE OF BACHELOR COMMERCE

HTM 307: HUMAN RESOURCE MANAGEMENT

DATE: THURSDAY 30TH DECEMBER 2010

TIME: 11.00 A.M. - 1.00 P.M.

INSTRUCTIONS:

Answer **THREE** Questions 70%.

Section A is Compulsory

SECTION A (30%) - Answer **ALL** Questions.

1. Explain the Training Areas, Methods and Aids to Hospitality Training. (10 Marks)
2. Highlight the Areas of Employee Health Issues to be addressed in Hospitality. (10 Marks)
3. Critique the Role of **IT** in the management of Human Resource Issues. (10 Marks)

SECTION B 40% - Answer **Two** questions

4. Describe the types of Fringe Benefits accorded to Hospitality Employees. (20 Marks)
5. Evaluate the Internal and External Sources of Employee Recruitment. (20 Marks)
6. Discuss the opportunities, challenges and control measures for Human Resource Issues in the Kenya Government. (20 Marks)
7. Assess the Employee Welfare concerns for the Hospitality Industry. (20 Marks)