



KENYATTA UNIVERSITY

UNIVERSITY EXAMINATIONS 2010/2011

INSTITUTIONAL BASED PROGRAMME (IBP) – AUGUST SESSION

EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE

(HOSPITALITY AND TOURISM MANAGEMENT)

HTM 411: HUMAN RESOURCE MANAGEMENT

DATE: Thursday, 30th December, 2010

TIME: 2.00 p.m. – 4.00 p.m.

INSTRUCTIONS:

This paper comprises of two sections. Sections A and B.

Answer **ALL** questions in Section A and any **TWO** questions in Section B.

SECTION A: COMPULSORY (30 MARKS)

1. a) Define the following terms as used in human resource management:-
 - i) Recruitment
 - ii) Discipline
 - iii) Job analysis
 - iv) Fringe benefits
 - v) Staff motivation

(10 marks)
2. State 10 points on the common mistakes managers make.

(10 marks)
3. Discuss the merits of off the job versus on the job training

(10 marks)

SECTION B:

Answer any **TWO** questions. (40 MARKS)

4. You are a HRM of XYZ hotel.
- a) Develop a job description for a laundry managers (10 marks)
 - b) Develop a personnel specification for the above position (10 marks)
- 5.
- a) Identify and discuss two methods of on the job management development techniques. (10 marks)
 - b) What is stress and why is it important to a human resource manager? (10 marks)
- 6.
- a) Discuss the strengths and weaknesses of each of the following sources of information for making a selection decision.
Tests
Interviews
References
(10 marks)
 - b) Discuss Maslows' needs theory and its application by hospitality managers to motivate the work force. (10 marks)