



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF PURE AND APPLIED SCIENCE

DEPARTMENT OF HOSPITALITY

UNIVERSITY ORDINARY EXAMINATION

2017/2018 ACADEMIC YEAR

**THIRD YEAR, SECOND SEMESTER EXAMINATION FOR BACHELOR OF
SCIENCE IN HOSPITALITY MANAGEMENT**

**HTU309: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY AND
TOURISM MANAGEMENT**

DURATION: 2 HOURS

DATE: 24TH APRIL 2018

TIME: 2.00PM – 4.00PM

Instructions to Candidates:

1. Answer **Section A** and **Any Other Two** questions in **Section B**.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

SECTION A – ANSWER ALL QUESTIONS IN THIS SECTION (30 Marks)

QUESTION ONE

- a) Differentiate between the following;
 - i. Personnel management and Human Resource Management (2 Marks)
 - ii. Training and Development (2 Marks)
 - iii. Job description and Job Specification (?? Marks)
- b) Describe four (4) Human Resource Management functions (?? Marks)
- c) Describe seven (7) main job design techniques. (7 Marks)
- d) Explain any five (5) career anchors (?? Marks)

SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION

QUESTION TWO (20 MARKS)

- a) Discuss any five (5) internal and external methods of recruiting. (15 Marks)
- b) Describe six (6) importance of performance appraisal. (?? Marks)

QUESTION THREE (20 MARKS)

- a) Discuss the characteristics of HR policies. (15 Marks)
- b) Describe the importance of HR policies (5 Marks)

QUESTION FOUR (20 MARKS)

- a) You have been appointed as the HR manager of MUT hotel. Discuss four (4) guidelines in compensation strategy. (12 Marks)
- b) Discuss the objectives of compensation. (8 Marks)