**Masai MARA UNIVERSITY**

**UNIVERSITY EXAMINATIONS 2016**

**EXAMINATION FOR A DEGREE OF BACHELORS HOSPITALITY AND HOTEL MANAGEMENT**

**COURSE TITLE: HUMAN RESOURCE MANAGEMENT**

**COURSE CODE: BHM 305**

**INSTRUCTIONS**

This paper comprises of section A and B.

Answer all questions on Section A and any Two questions in Section B.

**SECTION A COMPULSORY (25 marks)**

**QUESTION 1**

1. The tourism and hospitality sector in is a service oriented industry and therefore depends on human resource. Explain the functions of Human Resource management as a body of knowledge and a set of practices that define the nature of work and regulate the employment relationship within the hospitality industry. (10 marks)
2. Highlight and discuss the differences and similarities between Human Resource management and Personnel management. (10 marks)
3. Highlight the current emerging trends and issues in Human Resource Management (5 marks)

**SECTION B (40 marks)**

**QUESTION 2**

1. ‘HRM systems can be the source of organizational capabilities that allow firms to learn and capitalize on new opportunities.’ Specifically, HRM is concerned with achieving objectives in the certain areas. Discuss the HRM strategies leading to the achievement of the objectives. (10 marks)
2. Highlight and briefly explain the core functions of HRM (5 marks)

**QUESTION 3**

1. Giving relevant examples, enumerate the various challenges facing Human resource managers in the Hospitality industry. (7 marks)
2. What aspects would you as a HR practitioner consider when managing change in you organisation (8 marks)

**QUESTION 4**

1. State and explain the benefits of having a diverse workforce in the hospitality industry. (7 marks)
2. Hospitality is a people oriented industry by characteristic. Highlight and discuss the challenges of having a diverse workforce. (8 marks)

**QUESTION 5**

You have been appointed the new HR Manager in your tourism and hospitality establishment and you have are to give a speech during the end of year party. Briefly highlight the following employee relations accepts you will consider in your address to the staff members.

a. Importance of employee relations. (5 marks)

b. Ways of improving employee relations. (5 marks)

c. Activities imperative to healthy employee relations management. (5 marks)