



MURANG'A UNIVERSITY OF TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF COMMERCE

UNIVERSITY POSTGRADUATE EXAMINATION

2017/2018 ACADEMIC YEAR

**FIRST YEAR FIRST SEMESTER EXAMINATION FOR MASTER IN
HOSPITALITY & TOURISM MANAGEMENT**

MTH 514: HUMAN RESOURCE MANAGEMENT

DURATION: 3 HOURS

DATE: 20TH AUGUST 2018

TIME: 9.00-12.00AM

Instructions to Candidates:

1. Answer **Any Four** questions.
2. Mobile phones are not allowed in the examination room.
3. You are not allowed to write on this examination question paper.

QUESTION ONE : (25 MARKS)

Write short notes on the following:

- a) Duties of employer in light of Occupational Health and Safety Act (5 marks)
- b) Wage flexibility (5 marks)
- c) Work time flexibility (5 marks)
- d) Problems that can be experienced in implementation of affirmative action (5 marks)

QUESTION TWO : (25 MARKS)

- a) Explain external influences on labour relationship (8 marks)
- b) Discuss the process of recruitment and interviewing employees (8 marks)
- c) Explain strategies to be in place so as recruitment can be successful (7 marks)

QUESTION THREE: (25 MARKS)

Murang'a County Government has just established a department of marketing. The Chief of Staff engages you to help in establishing the department.

Required:

- a) Explain the type of tests that can be administered as part of the selection for the department (8 marks)
- b) Discuss the types of models that can be used to establish the department (17 marks)

QUESTION FOUR: (25 MARKS)

- a) Explain the steps (4) involved when training employees in an organization (16 marks)
- b) Discuss the essence of employee orientation in an organization (9 marks)

QUESTION FIVE: (25 MARKS)

- a) Explain the types of performance issues that occur in the work place and the internal and external reasons for poor performance (15 marks)
- b) Discuss consideration for initiating layoffs or downsizing (10 marks)