



# **MURANG'A UNIVERSITY OF TECHNOLOGY**

## **SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT**

DEPARTMENT OF HOSPITALITY, TRAVEL & TOURISM MANAGEMENT

UNIVERSITY ORDINARY EXAMINATION

2021/2022 ACADEMIC YEAR

**THIRD YEAR FIRST SEMESTER EXAMINATION FOR DIPLOMA IN  
HOSPITALITY MANAGEMENT**

**DHM086-HUMAN RESOURCE MANAGEMENT**

**DURATION: 2 HOURS**

**Instructions to candidates:**

1. Answer question One and Any Other Two questions.
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**

**QUESTION ONE (30 MARKS)**

- a) Highlight six characteristics of a good promotional policy. (6marks)
- b) Describe four operative functions of personnel management. (8marks)
- c) Outline five external sources of employee recruitment. (5marks)
- d) Explain the following approaches commonly applied in employee training:
  - i. Coaching
  - ii. Acting capacity (4marks)
- e) Give five purposes of performance appraisal for employees. (5marks)
- f) Distinguish between job description and job specification as applied in human resource management. (2marks)

**SECTION B – ANSWER ANY TWO QUESTIONS IN THIS SECTION**

**QUESTION TWO (20 MARKS)**

- a) Highlight five advantages of internal sources of recruitment. (5marks)
- b) Explain five types of tests applied during employee selection. (8marks)
- c) Outline five benefits of performance appraisal. (5marks)

**QUESTION THREE (20 MARKS)**

- a) Explain five factors influencing pay rates in hotels. (10marks)
- b) Describe five symptoms of job dissatisfaction. (5marks)
- c) Give five objectives of employee welfare. (5marks)

**QUESTION FOUR (20 MARKS)**

- a) Explain five causes of indiscipline amongst employees. (10marks)
- b) Highlight five objectives of human resource planning. (5marks)
- c) Briefly explain five duties of a personnel manager in a five-star hotel. (5marks)