

CHUKA



UNIVERSITY

UNIVERSITY EXAMINATIONS

**EXAMINATION FOR THE AWARD OF DEGREE OF BACHELOR OF SCIENCE IN
TOURISM MANAGEMENT AND BACHELOR OF SCIENCE IN HOTEL
MANAGEMENT**

BCOM 353: HUMAN RESOURCE PLANNING

STREAMS: BSC (TOURISM & HOTEL MANAGEMENT

TIME: 2 HOURS

DAY/DATE: MONDAY 05/07/2021

2.30 P.M. – 4.30 P.M.

INSTRUCTIONS:

- **Answer question ONE and any other TWO questions.**

QUESTION ONE

(a) Marymall city was one of the most advanced cities manufacturing garments in the country. The garment manufacturing business had prospered along with industrialization of the town. In less than a decade more garment manufacturing factories have emerged and business volume started to decline. Chinattec Ltd is one of the garment companies that has witnessed tremendous decline on demand of its products. The dilemma is that majority of employees are on permanent and pensionable terms and job under load exists among majority of staff.

(i) Explain the ways in which chinattec ltd. may deal with employee related challenges.

(10 marks)

(ii) Describe human resource related methods that the company should apply at this decline life cycle stage.

(10 marks)

(b) Explain the causes of labor turnover and its disadvantages to an organization. (10 marks)

QUESTION TWO

(a) Business volume in the hotel industry may increase due to varying factors leading to trickle down effect on demand and supply of labour. Suggest human resource related methods

- that organizations may use to cope with high business volume and also when business volume is low. (12 marks)
- (b) Explain the reasons why its important for organizations to have effective human resource plans. (12 marks)

QUESTION THREE

- (a) Marklink Ltd. recruited new tour guides a few months and intends to conduct an off-the-job training for the entire group. Explain the reasons that may have influenced adopting of this training method by the organization. (10 marks)
- (b) Some organizations have better human resource plans than others. Justify this statement by indicating the features that distinguish a good and a bad human resource plan. (10 marks)

QUESTION FOUR

Mawingo Tourist resort has been having an increase in number of both local and international tourists and hence wants to recruit an operations manager.

- (a) As the human resource manager advice, the top management on positive and negative consequences of recruiting the manager from within the organization. (8 marks)
- (b) Prepare a job description for the new manager and indicate the ways in which information from this document maybe utilized. (12 marks)
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