

CHUKA



UNIVERSITY

**UNIVERSITY EXAMINATIONS
CHUKA/EMBU**

**EXAMINATION FOR THE AWARD OF DIPLOMA IN TOURISM AND HOTEL
MANAGEMENT**

DTHM 0273: HUMAN RESOURCE MANAGEMENT

STREAMS:

TIME: 2 HOURS

DAY/DATE: FRIDAY 24/09/2021

2.30 P.M – 4.30 P.M

INSTRUCTIONS

**Answer all questions in section A and any other two in section B
Do not write anything on the question paper**

SECTION A (30 MARKS)

1. Differentiate between human resource management and personnel management. [6 marks]
2. Briefly describe **SIX** functions of human resource management in tourism industry. [6 marks]
3. Briefly explain **SIX** challenges facing human resource managers in the current tourism environment. [6 marks]
4. Briefly explain **SIX** reasons why it is important to acquire information on human resource management in the tourism sector. [6 marks]
5. Briefly describe **THREE** methods of job analysis. [6 marks]

SECTION B: (40 MARKS)

6. (a) Using relevant examples, differentiate between job description and job specification. [10 marks]
- (b) Discuss **FIVE** stages applicable in human resource planning. [10 marks]

7. (a) Discuss any **FIVE** theories that explain the nature of human resource management. [10 marks]
- (b) Describe **FIVE** external sources of recruitment applicable in tourism organizations. [10 marks]
8. (a) Describe **SIX** essentials of an effective performance appraisal system in an organization. [12 marks]
- (b) Describe **FOUR** reasons why career development is essential for tourism and hospitality employees. [8 marks]
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