



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER**

**SCHOOL OF TOURISM
BACHELORSOFTOURISM MANAGEMENT**

**COURSE CODE: BTM 1208-1
COURSE TITLE: HUMAN RESOURCE
MANAGEMENT**

DATE: 24/4/2023

TIME: 1430-1630 HRS

INSTRUCTIONS TO CANDIDATES

Question **ONE** is compulsory

Answer any other **TWO** questions

QUESTION ONE

(a) "The HR activity has an essential role to play in the organizational development process. It can develop strategies, services, and processes to understand knowledge work and talent management better." Discuss

(10 marks)

(b) State the importance of a training needs assessment and how to conduct the exercise.

(10 marks)

QUESTION TWO

(a) "Employee career management and development has a direct and profound impact on employee performance at work." Discuss **(10 marks)**

(b) State and explain five external sources of recruitment for an organization.

(5 marks)

QUESTION THREE

(a) You have been employed as a Human Resource manager at Xlipo public limited company. Highlight **Five** key functions that you will be expected to discharge in your new position.

(10 marks)

(b) Differentiate between Job specification and a job description. **(5 marks)**

QUESTION FOUR

(a) Discuss the Human Resource Management procedures. **(10 marks)**

(b) Explain the importance of employee health and safety at work. **(5 marks)**

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