MAASAI MARA UNIVERSITY

REGULAR UNIVERSITY EXAMINATIONS
2022/2023 ACADEMIC YEAR
THIRD YEAR SECOND SEMESTER

SCHOOL OF NATURAL RESOURCES, TOURISM AND HOSPITALITY
BACHELOR OF HOTEL AND HOSPITALITY MANAGEMENT

COURSE CODE: HHM 3234-1
COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 18/4/2023   TIME: 0830-1030 HRS

INSTRUCTIONS TO CANDIDATES

- Answer question ONE (compulsory) and any other THREE
- Question one carries 20 marks
- All other questions carry 15 marks

QUESTION ONE

The basis for performance Management is theories developed overtime by scholars from the classical Era of management to the contemporary organizations.

a. what is training? Explain the role of training **(2mks)**

b. Highlight the three Components of performance Management as a Continuous   Self-renewing cycle. **(3mks)**

c. State and Explain Five Characteristics of Performance Management.
(5mks)

d. Give a detail**ed** account of three theories that underpin the development of Performance management (**10mks**)

QUESTION TWO

a) The Process of Performance Management begins with measuring performance. State and   explain three Approaches of performance appraisal.
(8mks)

b) Explain the concept of performance measurements and also the challenges associated   With it (**7mks**)

QUESTION THREE

The role of performance Management is at the core of Human Resource management in any organization .Discuss this statement in light with the benefits of Performance Management (**15mks**)

QUESTION ONE

a) State and explain three roles of Supervisors in Performance management**.**
(**6 mks**)

b) Explain briefly the link between

i) Performance and motivation **(3mks)**

ii) Performance Management and job Satisfaction **(3mks)**

iii) Performance management and Career Development. **(3mks)**

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