



MAASAI MARA UNIVERSITY

**REGULAR UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER**

**BACHELOR OF TOURISM MANAGEMENT
SCHOOL OF TOURISM AND NATURAL
RESOURCES**

COURSE CODE: BTM 1204

COURSE TITLE: HUMAN RESOURCE MANAGEMENT

DATE: 27TH APRIL, 2018

TIME: 1100 - 1300 HRS

INSTRUCTIONS TO CANDIDATES

Answer Question **ONE** & any other **THREE** questions

This paper consists of 2 printed pages. Please turn over.

QUESTION ONE (25 MARKS)

- a) Discuss the development of Human Resource Management (HRM) from Personnel Management (PM), highlighting the reasons and stages. (5marks).
- b) Illustrate the roles of a Human Resource Manager in Tourism business operations. (10marks).
- c) Discuss the benefits of fair compensation systems of Human resource management in Tourism industry. (5marks).
- d) Imagine you are the Human Resource Manager of a service organization. Discuss how you would create a positive work environment. (5marks).

QUESTION TWO (15 MARKS)

Discuss Recruitment and Selection process with reference to Job Analysis process. (15marks).

QUESTION THREE (15 MARKS)

- a) Describe the significance of systematic training of Human Resources in Tourism Industry. (10marks).
- b) Discuss appropriate strategies that would be used to promote workplace flexibility in a Tourism organization. (5marks).

QUESTION FOUR (15 MARKS)

- a) Discuss the challenges experienced by the Human Resource Management, giving possible remedies. (15marks).

QUESTION FIVE (15MARKS).

- a) With reference to the Employment Act 2007, explain the reasons that may lead a Human Resource Manager to recommend Summary Dismissal of an employee after the employer has followed the proper procedure by the Law. (10marks).
- b) Highlight the unfair grounds for Termination of employment that may be applied by management in organizations. (5marks).

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