



# MASENO UNIVERSITY

## UNIVERSITY EXAMINATIONS 2012/2013

THIRD YEAR FIRST SEMESTER EXAMINATIONS FOR  
THE DIPLOMA IN HOSPITALITY MANAGEMENT  
(CITY CAMPUS)

**SEH 0168: HUMAN RESOURCE MANAGEMENT**

*Date: 24<sup>th</sup> July, 2013*

*Time: 9.00 – 11.00 a.m.*

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DIPLOMA IN HOSPITALITY: THIRD YEAR, FIRST SEMESTER.

**SEH 0168: HUMAN RESOURCE MANAGEMENT.**

INSTRUCTIONS

SECTION A: ANSWER ALL THE QUESTIONS IN THE ANSWER BOOKLET PROVIDED.

SECTION B: ANSWER ANY TWO QUESTIONS IN THE ANSWER BOOKLET PROVIDED.

**SECTION A: ANSWER ALL QUESTIONS. (40 MARKS)**

1. Discuss three problems faced in Human Resource Planning. (6 marks)
  
2. Outline the difference between wage, salary and compensation. (3 marks)
  
3. What is meant by the term training? (1 mark)
  
4. From the Human Resource Manager's point of view, what are the six uses of job analysis? (6 marks)
  
5. List five organizational factors that can cause stress to employees. (2.5 marks)
  
6. Explain the various methods of training and developing managers on the job. (8 marks)
  
7. Define the following terms in relation to HR policies: employee responsibilities, employment contract and employee rights. (3 marks)
  
8. List five types of personnel records. (2.5 marks)
  
9. Briefly describe job analysis. (2 Marks)

10. With the help of a diagram explain the job analysis process. (6 marks)

**SECTION B: ANSWER ANY TWO QUESTIONS. (30 MARKS)**

11. a) What do you understand by Human Resource Planning? Explain with suitable illustrations the process of manpower planning. (8 marks)

b) What are the objectives of training? (5 marks)

c) What is meant by the term performance appraisal? (2 marks)

12. a) Define recruitment. (1 mark)

b) Discuss the various steps involved in performance appraisal system. (14 marks)

13. a) What are the various sources of recruitment? Discuss their relative merits and demerits. (10 marks)

b) Expound on five challenges of performance appraisal? (5 marks)