



MASENO UNIVERSITY

UNIVERSITY EXAMINATIONS 2012/2013

**THIRD YEAR FIRST SEMESTER EXAMINATIONS FOR
THE DEGREE OF BACHELOR OF SCIENCE IN
ECOTOURISM, HOTEL & INSTITUTION MANAGEMENT
WITH INFORMATION TECHNOLOGY
(CITY CAMPUS - EVENING)**

**SEH 303: HUMAN RESOURCE MANAGEMENT
AND DEVELOPMENT**

Date: 25th July, 2013

Time: 5.30 – 7.30 p.m.

**EXAMINATION FOR THE DEGREE OF BACHELOR OF SCIENCE
(ECOTOURISM, HOTEL AND INSTITUTION MANAGEMENT)
YEAR THREE, SEMESTER ONE
SEH 303: HUMAN RESOURCE MANAGEMENT AND DEVELOPMENT
(CITY CAMPUS)**

INSTRUCTIONS

- 1. ANSWER ALL THE QUESTIONS IN SECTION A**
- 2. ANSWER ONE QUESTION IN SECTION B**
- 3. ANSWER ALL THE QUESTIONS IN THE ANSWER BOOKLET PROVIDED**

SECTION A (50 MARKS)

ANSWER ALL QUESTIONS IN THIS SECTION

1. Using a relevant diagram, illustrate the stages used in a formal disciplinary procedure. (7 marks)
2.
 - a. Discuss experiential approaches to management development. (8 marks)
 - b. Explain the methods used in experiential courses during management development. (15 marks)
3. With the aid of relevant diagrams and citing advantages and disadvantages, describe the following types of wage payment systems.
 - a. Time rate payments
 - b. Payment by results
 - c. Company-wide incentive schemes (20 marks)

SECTION B (20 MARKS)

ANSWER ONE QUESTION IN THIS SECTION

4.
 - a. Define the following terms
 - i. Human resource planning
 - ii. Recruitment
 - iii. Personnel specification
 - iv. Job design (4 marks)

- b. Describe eight approaches to job design. (16 marks)
5. a. State the approaches to staff selection as posited by Alec Rodger. (7 marks)
- b. Explore inherent problems of interviews and highlight how they can be overcome. (13 marks)