

**CUK**  
**BACHELOR OF TOURISM**  
**BHTS 3205: HUMAN RESOURCE MANAGEMENT IN HOSPITALITY AND**  
**TOURISM**  
**FEBRUARY-JUNE 2022 SEMESTER**  
**DATE: JUNE 2022**

**INSTRUCTIONS: Answer question ONE and any other TWO questions**

**TIME: 2 HOURS**

**QUESTION ONE**

- a) What are the core elements of human resource management [5 Marks]
- b) Identify five rating errors during performance appraisals [5 marks]
- c) Explain the steps involved in job analysis [10 Marks]
- d) Write short notes on:
  - i. Job description [2 marks]
  - ii. Job specification [2 marks]
  - iii. Succession planning [2 marks]
  - iv. Human resource planning [2 marks]
  - v. Job design [2 Marks]

**QUESTION TWO**

- a) Summarize the features of a good job description [10 marks]
- b) Explain the factors affecting job design [10 Marks]

**QUESTION THREE**

- a) Evaluate the advantages of internal recruitment [10 Marks]
- b) Explain the essentials of a good selection practice [10 Marks]

**QUESTION FOUR**

- a) Distinguish between training and development [10 Marks]
- b) Analyse the demerits of incentive based compensation [10 Marks]

**QUESTION FIVE**

- a) Examine the challenges facing human resource management today [10 Marks]
- b) Explain the internal factors to be considered when undertaking demand forecasting in human resource planning [10 Marks]