



**OFFICE OF THE DEPUTY VICE CHANCELLOR
ACADEMICS, RESEARCH AND STUDENT AFFAIRS**

UNIVERSITY EXAMINATIONS

2024 /2025 ACADEMIC YEAR

FIRST YEAR SECOND SEMESTER MAIN EXAMINATION

**FOR THE DEGREE OF BACHELOR OF HOTEL AND
HOSPITALITY MANAGEMENT**

COURSE CODE: BHM 114

**COURSE TITLE: INTRODUCTION TO HUMAN RESOURCE
MANAGEMENT**

DATE: 22ND APRIL 2025

TIME: 8 TO 11.00 A.M

INSTRUCTION TO CANDIDATES

- SEE INSIDE

THIS PAPER CONSISTS OF 3 PRINTED PAGES

PLEASE TURN OVER

MAIN EXAM

BHM 114: INTRODUCTION TO HUMAN RESOURCE MANAGEMENT

STREAM: BHM

DURATION: 3 Hours

INSTRUCTIONS TO CANDIDATES

- i. Answer *ONE* and any other *TWO* questions.
- ii. Maps and diagrams should be used whenever they serve to illustrate the answer.
- iii. Do not write on the question paper.

QUESTION ONE

- a). Explain the principles, features and characteristics of human resource management. (10 marks)
- b). The primary goal of human resource management is to ensure the availability of competent and willing workforce to an organization. Explain the four specific objectives of human resource management to an organization. (10 marks)
- c). Human resource management has an important role to play in equipping organizations to meet the challenges of an expanding and increasingly competitive sector. Explain the human resource functions responsive to the current staffing needs of an organization. (10 marks)

QUESTION TWO

- a). Describe four objectives of human resource planning in an organization (12 marks)
- b). Explain five ways through which an organization can create an effective reward system (8 marks).

QUESTION THREE

- a). Briefly outline and explain the four broad phases of evolution of human resource management. (12 marks)
- b). Explain the difference between personnel management and human resource management (8 marks)

QUESTION FOUR

- a). Explain five components of strategic human resource management (10 marks)
- b). One of the most popular ways to pursue employment separation is through termination. Explain Four differences between voluntary termination and involuntary termination (10 marks)

QUESTION FIVE

- a). Employment law is a complex area that is full of pitfalls. It's important that you are aware of the main elements of employment law and whenever necessary take the necessary professional advice. Describe the elements of employment law related to recruitment of workers (10 marks)

b). Explain the different ways of structuring a human resource management department (10 marks)