



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHR 4209: ORGANIZATIONAL BEHAVIOUR

END OF SEMESTER EXAMINATIONS

SERIES: APRIL 2015

TIME: 2 HOURS

INSTRUCTIONS:

- Answer question **ONE (Compulsory)** in Section **A** and any other **THREE** questions in Section **B**.

This paper consists of Two printed pages

SECTION A (Compulsory)

QUESTION 1

Describe and analyze the following:

- a) **Five (5)** classic types of power. **(10 marks)**
b) Behaviours and approaches of great leaders. **(15 marks)**

SECTION B (Answer any THREE questions)

QUESTION 2

Describe the following theories and discuss their implications on work motivation:

- a) Maslow's Hierarchy of needs
b) Herzberg's two factor theory
- (25 marks)**

QUESTION 3

Discuss recognition as an organizational reward.

(25 marks)

QUESTION 4

- a) Describe the major dimensions of Emotional Intelligence (EI) that are particularly relevant to the workplace. **(15 marks)**
- b) Outline Gardner's 'Multiple Intelligence's'. **(10 marks)**

QUESTION 5

- a) Describe **FOUR** major sources of interpersonal conflict. **(10 marks)**
- b) "Groups in conflict behave differently from smoothly cooperating groups". Discuss this statement; highlighting the conditions that contribute to intergroup conflict. **(15 marks)**