



TECHNICAL UNIVERSITY OF MOMBASA
School of Humanities & Social Studies
DEPARTMENT OF HOSPITALITY & TOURISM

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT

BHR 4209: ORGANIZATIONAL BEHAVIOUR

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: JUNE/JULY 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

- a) Differentiate between work groups and teams. **(10 marks)**
- b) Discuss ways used to enhance team effectiveness. **(15 marks)**

SECTION B (Answer any THREE questions)

QUESTION 2

- a) Discuss the role of benefits as organizational rewards. **(10 marks)**
- b) i) Describe and relate the different forms of “new” pay and
ii) Their value in helping attract and retain talented employees. **(15 marks)**

QUESTION 3

- a) Differentiate between the following leaders:
- i) Transactional
 - ii) Transformational **(10 marks)**
- b) Describe the main “competencies” that may be associated with a leader’s effectiveness. **(15 marks)**

QUESTION 4

- a) Identify the barriers to changes in Employee attitudes. **(10 marks)**
- b) Discuss various ways used to change employee attitudes. **(15 marks)**

QUESTION 5

- a) Describe the forces that influence ethical behaviour in organizations. **(10 marks)**
- b) Describe the measures that organizations can take to ensure their employees do not engage in sexual harassment. **(15 marks)**