



**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*

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**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)**