

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE DEGREE OF:
BACHELOR OF SCIENCE IN TOURISM MANAGEMENT
(BTHMS15/S16)

BHR 4242: ORGANIZATIONAL BEHAVIOUR

SPECIAL SUPPLEMENTARY EXAMINATION

SERIES: SEPT. 2017

TIME: 2HOURS

DATE: Pick Date **SEPT. 2017**

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt *Choose instruction.*

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

Question 1

- a) Explain the following concepts as applied to organizational behavior
 - i) TQM (5 marks)
 - ii) Re-engineering (5 marks)
 - iii) Empowerment (5 marks)
 - iv) Bench marking (5 marks)
- b) Briefly discuss the effect of Job Satisfaction on employee performance (5 marks)
- c) State and explain the Common Errors While Judging others in organizations (5 marks)

SECTION B (Answer only TWO questions)

Question 2

Explain Systems Theory and its drawbacks to managing an organization (20 marks)

Question 3

Discuss environmental factors that influence on individual behavior (20 marks)

Question 4

a) Explain how learning leads to behavior modification in individual personalities (10 marks)

b) Discuss factors that shape individual personality (10 marks)

Question 5

In relation Herzberg's motivation theory, describe the importance of employee motivation in an organization (20 marks)