



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 (BSTMA21)
BHR 4440: ORGANIZATIONAL BEHAVIOUR IN TOURISM
END OF SEMESTER EXAMINATION

SERIES: JULY 2025

TIME: 2 HOURS

DATE: Pick Date Jul 2025

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 ONE

- | | |
|---|----------|
| a) Describe the five stages of group development | 10 marks |
| b) Outline the characteristics of successful groups and teams | 10 marks |
| c) Describe the factors to consider when managing virtual teams | 10 marks |

SECTION B (Answer only TWO questions)

QUESTION TWO

- a) with the use of diagrams, describe any TWO types of organization structures 10 marks
- b) describe the advantages and disadvantages of adopting the organization structures described in (a).

10 MARKS

QUESTION THREE

- a) With the aid of a diagram, outline the perception formation process 10 marks
- b) Describe the impact of the input- source influencers to the entire perception process perception 10 marks

QUESTION FOUR

“Organizations with strong cultures enjoy a number of competitive advantages” Discuss

20 marks

QUESTION FIVE

- a) Discuss the concept of Organization-Person fit 10 marks
- b) outline the ways in which organizations can build employee commitment 10 marks