



MACHAKOS UNIVERSITY
University Examinations for 2018/2019 Academic Year
SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

**THIRD YEAR EXAMINATION FOR THE AWARD OF DEGREE IN BACHELOR OF
HOSPITALITY MANAGEMENT**

BBA 300: ORGANIZATIONAL BEHAVIOUR IN HOSPITALITY AND TOURISM

DATE:

TIME:

INSTRUCTIONS:

1. This paper consists of 2 sections A & B.
2. Section A is compulsory & has 30 marks.
3. Sections B has 5 questions 20 marks each. Attempt any two questions.

SECTION A (COMPULSORY) 30 MARKS

QUESTION ONE

- a) Outline the major differences between leadership & management. (4 marks)
- b) Explain two elements of transformational leaders. (4 marks)
- c) Define the concept of power & identify two sources of power in organizations. (4 marks)
- d) Describe any two techniques used in decision-making. (4 marks)
- e) Elaborate on the maintenance functions of a group. (4 marks)
- f) Identify the main type of needs & expectations of people at work. (4 marks)
- g) Identify the causes of stress with emphasis on organizational factors. (6 marks)

SECTION B (40 MARKS): Attempt Any Two Questions

QUESTION TWO (20 MARKS)

- a) Describe the distinctive characteristics of two structural forms of the organizations. (10 marks)
- b) You have been appointed a project manager of a new hotel facility in Machakos County. Explain any five challenges you have encountered with your team within six months into the project. (10 marks)

QUESTION THREE (20 MARKS)

- a) You have been newly recruited by a 5-star hotel as an Assistant General Manger. You notice that the workers are highly stressed. Advise the management on the strategies that organizations use to help employees manage stress. (10 marks)
- b) Highlight three physiological, three psychological and four behavioural consequences of stress in organizations. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain three different types of dynamics that take place in a group. (12 marks)
- b) Outline the factors that lead to the evolution of group into teams. (8 marks)

QUESTION FIVE (20 MARKS)

- a) Define decision making and discuss the decision-making process. (10 marks)
- b) Explain three types of managerial decisions, giving a practical example in each. (10 marks)