



MACHAKOS UNIVERSITY

University Examinations 2019/2020 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

BBA 300: ORGANIZATION BEHAVIOUR

DATE: 3/12/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) According to porter organization has various characteristics. List and briefly discuss FOUR of those characteristics. (8 marks)
- b) Define the term organization culture. (2 marks)
- c) List SIX characteristics of organization culture. (6 marks)
- d) Outline THREE assumptions of theory X and three assumptions of theory Y as was propounded by McGregor (6 marks)
- e) Discuss in details the THREE main styles of leadership. (6 marks)
- f) Differentiate between strategic type of decision and tactical type of decision. (2 marks)

QUESTION TWO (20 MARKS)

- a) Discuss five factors that affect the choice of communication channel (10 marks)
- b) Lyndall Urwick consolidated his ideas and to an extent synthesized them with the approach of scientific management. State and explain the TEN principles of organization according to him. (10 marks)

QUESTION THREE (20 MARKS)

- a) Motivation is a set of process that determine behavioral choice. With and aid of a diagram discuss in details motivational process. (15 marks)
- b) List and briefly explain FIVE different motivating factors. (5 marks)

QUESTION FOUR (20 MARKS)

- a) Describe FIVE basic type of power that can be used by leaders (5 marks)
- b) Discuss FIVE main features of scientific management as propounded by Frederick Taylor's in his contribution to the study of management (10 marks)
- c) List FIVE basic principles mentioned by Max Webber in his Bureaucracy theory. (5 marks)

QUESTION FIVE (20 MARKS)

- a) Perception is a transformation process. Using a diagram discuss the process of perception (10 marks)
- b) Describe FIVE external and FIVE internal environmental force of organizational change. (10 marks)