



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT SCIENCES

FIRST SEMESTER EXAMINATION FOR DEGREE IN BACHELOR OF SCIENCE IN HOSPITALITY AND TOURISM MANAGEMENT

SHT 303: ORGANISATIONAL BEHAVIOUR IN HOSPITALITY AND TOURISM MANAGEMENT

Date: 1/8/2016

Time: 8.30-10.30 AM

INSTRUCTIONS

Answer Question One and Any Other Two Questions

QUESTION ONE (30 MARKS)

- a) Discuss the various types of organizational structures. (12 marks)
- b) Personality is defined as the dynamic organization within the individual of these psycho-physical system that determine his unique adjustment to his environment. Briefly explain personality determinants. (6 marks)
- c) Managers will make different types of decisions under different circumstances and the information available when making a decision will vary. List the decision making process steps (6 marks)
- d) Describe four patterns of group interactions within the organization (4 marks)
- e) Differentiate between centralization and decentralization. (2 marks)

QUESTION TWO

Explain the following terms

- i. Machiavellianism (5 marks)

- ii. Narcissism (5 marks)
- iii. The participation model (5 marks)
- iv. Path goals model (5 marks)

QUESTION THREE

- a)
 - i) Define organizational culture (2 marks)
 - ii) List the characteristics of organizational culture (8 marks)
- b) Organizations does not exist in isolation, they are part of a wider fabric of the society that constituent the environment. Write short notes on the various actors that constitute this environment. (10 marks)

QUESTION FOUR

- a) You have been appointed as a manager in charge of a group of 50 employees at Pals hotels, as one of your tasks you are expected to understand how to deal with this group. Explain the factors that affect groups and explain how you will be handling each of them (10 marks)
- b) Explain the various types of motivation (10 marks)

QUESTION FIVE

- a) Improvement of communication should be an ongoing goal for a manager especially due to the vital role it plays in an organization. Write notes on five ways in which communication can be improved (10 marks)
- b) Explain the changes in organizations that are accelerating the need for firms in the hospitality and tourism industry to understand organizational behavior (10 marks)