



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF HOSPITALITY AND TOURISM MANAGEMENT

DEPARTMENT OF HOSPITALITY MANAGEMENT

THIRD YEAR FIRST SEMESTER EXAMINATION FOR

BACHELOR OF SCIENCE (HOSPITALITY AND TOURISM MANAGEMENT)

BBA 300: ORGANIZATION BEHAVIOR THEORY

DATE: 9/8/2021

TIME: 2.00-4.00 PM

INSTRUCTIONS:

Answer Question One (Compulsory) and any other Two questions

QUESTION ONE (COMPULSORY) (30 MARKS)

- According to Porter, Lawler and Hackman, 1995, organizations have 4 characteristics. Discuss (8 marks)
- Discuss 3 approaches to leadership. (6 marks)
- In tourism, there are several elements of a tour that need to be costed. Identify 3 of those elements. (6 marks)
- A tour operator is a wholesaler who sells tourism products in a package. Explain 5 sources of income of a tour operator. (10 marks)

QUESTION TWO (20 MARKS)

- Organizations do not exist in isolation, to understand the organization external environment we need to use a certain type of analysis. Discuss (8 marks)
- Define the term goal and discuss 5 functions of goal in an organization. (12 marks)

QUESTION THREE (20 MARKS)

- Theory is a system of ideas intended to explain something; using examples discuss two theories from contemporary management. (10 marks)
- Motivation is a key part of the manager's job because through it the manager is able to make people want to perform activities so that goals can be achieved. With and aid of a diagram discuss the motivational process. (10 marks)

QUESTION FOUR (20 MARKS)

- a) There are five basic types of power that can be used by leaders. Define the term power and discuss 5 types using relevant examples. (12 marks)
- b) You have been appointed as a director of Bonfire adventures. Define the term leadership and examine the 3 main types of leadership styles that you will use in an organization. (8 marks)

QUESTION FIVE (20 MARKS)

- a) Discuss in details the change process by Richard Daft. (10 marks)
- b) Change is an important factor in any organization especially in the tourism industry. Discuss using examples 5 reasons why employees resist change. (10 marks)