



## **SCHOOL OF PROFESSIONAL STUDIES**

### **BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT**

#### **UNIT CODE: BHT 313, UNIT TIME: ORGANIZATIONAL BEHAVIOUR FOR HOSPITALITY AND TOURISM**

**September – December 2018/2019 End Semester Exam - Time: 2 Hours**

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**Instructions: Answer Question ONE (Compulsory) and any other TWO questions.**

#### **Question 1.**

You are a lead consultant with BUZWELL Consultants, a leading business consultant firm in Kenya. You have been invited to give a key note address in an annual conference for senior managers from hospitality industry. You are required to explore generally on 'Organizational behaviour – the key to unlock organization's potential'.

- i. Briefly discuss being for or against the statement- 'Organizational behaviour – the key to unlock organizations potential' {7 marks}
- ii. Discuss why it is important for organizations to embrace organizational behaviour {8 marks}
- iii. Clearly discuss at least four factors that affect organizational behaviour {8 marks}
- iv. Discuss the various steps involved in decision making in an organization {7marks}

#### **Question 2.**

Organizational behaviour like any other discipline is guided by some fundamental concepts.

- i. Clearly discuss at least four fundamental concepts of organizational behaviour {8 marks}

- ii. Briefly discuss at least three other contributing disciplines in the field of organizational behaviour. { 7marks}

**Question 3.**

Job satisfaction is key to the progress of any organization. In the study of organizational behaviour, the job satisfaction is a key element.

- i. Briefly explain what is meant by job satisfaction { 3 marks}
- ii. Clearly discuss at least four effects of low job satisfaction { 8 marks}
- iii. Discuss how an organization can overcome low job satisfaction { 4 marks}

**Question 4.**

Communication in organizations has to be well structured and to some extent a communication channels well established.

- i. Briefly discuss at least three functions of communication in organizations { 6marks }
- ii. Clearly discuss the three communication directions used in organizations {6 marks}
- iii. Discuss what measures leaders should take to avoid communication breakdown {3 marks}

**Question 5.**

There has been a debate in the field of organizational behaviour's group dynamics on the issue of whether a group or a team are terms which are synonymous.

- i. Clearly discuss being for or against the statement above. { 4 marks}
- ii. In reference to mutuality of interest, discuss the individual verses organization. {6 marks}
- iii. Briefly discuss the limitations of organizational behaviour {5 marks}