

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF SOCIAL SCIENCE**  
**DEPARTMENT OF POLITICAL AND**  
**ADMINISTRATIVE STUDIES**  
**FINAL EXAMINATION PAPER, MAY 2006**

**TITLE OF PAPER** : **ORGANIZATION THEORY AND BEHAVIOUR**

**COURSE CODE** : **PA 204**

**TIME ALLOWED** : **THREE (3) HOURS**

**INSTRUCTIONS** :

- 1. ANSWER FOUR (4) QUESTIONS. TWO (2) FROM EACH SECTION.**
- 2. ALL QUESTIONS CARRY EQUAL MARKS OF 25.**

**THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GIVEN BY THE INVIGILATOR.**

## **SECTION A**

### **QUESTION 1**

Define the term 'organizational behaviour' and discuss the significance of studying organizations and the behaviour of people within them.

### **QUESTION 2**

Discuss the main features, strengths and weaknesses of the human relations movement.

### **QUESTION 3**

Define the term 'bureaucracy' and discuss some of the dysfunctional tendencies of bureaucratic organizations.

### **QUESTION 4**

Discuss the ethical principles that are an integral part of the management of public organizations as well as the democratization movement throughout the world.

## **SECTION B**

### **QUESTION 5**

Discuss Abraham Maslow's theory of motivation and comment on its theoretical weaknesses.

### **QUESTION 6**

The proliferation of bureaucracy in modern society, whether developed or less developed, has far reaching implications for democracy and democratic institutions. Discuss.

### **QUESTION 7**

Discuss the reasons behind the crusade to ensure the control and accountability of public sector organizations in Swaziland.

### **QUESTION 8**

The African continent and organizations within it is assailed by forces of change and disunity which make it an exceedingly volatile environment. Discuss.