

UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
SUPPLEMENTARY EXAMINATION 2011

TITLE OF PAPER	:ORGANISATION AND BEHAVIOUR	THEORY
COURSE CODE	: PA 204	
TIME ALLOWED	: THREE (3) HOURS	
INSTRUCTIONS	: ANSWER ANY FOUR (4) QUESTIONS	

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

QUESTIONS

1. Define the term 'Organisation' and discuss the characteristics of organisations. (25 Marks)
2. Outline Abraham Maslow's 'Hierarchy of Needs' as discussed in his 'Theory of Human Motivation'. As part of your discussion, discuss the major criticisms to the theory. (25 Marks)
3. Define 'Perception' and discuss 'Selective Perception' and 'Stereotyping'. (25 Marks)
4. The external environment of organisations consists of the 'general environment' and the 'task environment'. Discuss any one of these elements. (25 Marks)
5. Define 'perception' within the context of organisational behaviour and distinguish between selective perception and stereotyping. (25 Marks)
6. Define 'Power' and discuss the five main types of power in organisations. (25 Marks)
7. Define 'Informal groups' and discuss the dysfunctions of such groups to organisations. (25 Marks).
8. Discuss the following group processes;
 - (a) Group communication
 - (b) Problem-solving and decision-making. (25 Marks)