

**UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCE  
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES  
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II  
SUPPLEMENTARY EXAMINATION 2013**

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

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

## QUESTIONS

1. Define the term 'organisation' and examine the characteristics of organisations. (25 Marks)
2. Discuss the major contributions of Scientific Management to the modern practice of management. (25 Marks)
3. Discuss the principles and dysfunctions of the bureaucracy theory. (25 Marks)
4. It has been argued that the environment/context within which organisations in Africa exist is unique and different compared to that of the Western world. Discuss any three such elements that affect African organisations. (25 Marks)
5. Discuss any two (2) factors that condition the relationship between individuals and organisations. (25 Marks)
6. Distinguish between leadership and management and discuss the major bases of power in organisations. (25 Marks)
7. Discuss any five reasons that explain the emergence of informal groups in organisations. (25 Marks)