

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
SUPPLEMENTARY EXAMINATION 2015**

TITLE OF PAPER	: ORGANISATION THEORY AND BEHAVIOUR
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. Discuss the four major principles of the Scientific Management Theory. (25 Marks)
2. Henri Fayol argued that all types of organisations can be managed by his set of 'universal principles of management'. Discuss any six (6) principles of management advanced by the scholar. (25 Marks)
3. Discuss any three (3) of the following elements of the general environment of organisations;
 - a. The economic dimension
 - b. The socio-cultural dimension
 - c. The political dimension
 - d. The international dimension. (25 Marks)
4. Discuss any two (2) of the following work-place behaviours;
 - a. Performance behaviours
 - b. Withdrawal behaviours
 - c. Organisational citizenship. (25 Marks)
5. Discuss in detail the following two (2) issues that may compromise the effectiveness of formal groups;
 - a. The Asch effect
 - b. Groupthink. (25 Marks)
6. Discuss the Functional Approach to leadership and explain why it is generally deemed to be more favourable when compared to the Leadership Traits Approach and the Situational Approach. (25 Marks)
7. Organisational Behaviour recognises 'political behaviour' in organisations as a common occurrence. Discuss the five major types of political behaviour and explain how the phenomenon of political behaviour can be managed. (25 Marks)
8. Define the concept of leadership as a feature of organisational behaviour and discuss the five major ways in which leaders can use power in the leadership processes within organisations. (25 Marks)