

UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
BACHELOR OF ARTS (SOCIAL SCIENCE) YEAR 2

FINAL EXAMINATION PAPER: DECEMBER, 2016

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

COURSE CODE: PAD 201

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: 1. ANSWER FOUR (4) QUESTIONS:

**2. ALL QUESTIONS CARRY EQUAL MARKS
OF TWENTY FIVE (25) EACH**

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

1. Define the term 'organization'. What are the characteristics of organizations . Give reasons for the study of organizations. (25 marks)

2. What is your understanding of 'organizational behaviour' and explain how organizational theory has evolved historically over the decades. (25 marks)

3. Discuss the four major principles of the Scientific Management Theory. (25 marks)

4. Henri Fayol argued that all types of organizations can be managed by his set of 'universal principles of management'. Discuss any six (6) principles of management advanced by the scholar. (25 marks)

5. What are the three fundamental assumptions which form the basis of Maslow's theory of human motivation? Explain Maslow's Hierachy of needs. (25marks)

6. Max Weber believed that the concept of bureaucracy was the most efficient method of organizing work and managing people. Explain this and the main characteristics of bureaucracy. (25marks)

7. There are factors that affect the external and internal environment of organisations. What are these and what are the peculiarities of the environments of African organisations? (25marks)

8. Discuss the fundamental principles of the Organisational Behaviour school of thought? (25 marks)