

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

FINAL EXAMINATION PAPER: DECEMBER, 2017

**TITLE OF PAPER: ORGANISATIONAL THEORY AND
BEHAVIOUR 1**

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. What is your understanding of the term 'organisation'? Give reasons for the study of organisations and the behaviour of individuals and groups in them and explain the major characteristics of organisations.

(25 Marks)

2. Discuss the fundamental tenets of the classical school of organisation theory. What is the major contribution of Frederick Taylor to the study of organizations.

(25 Marks)

3. Henri Fayol developed the concept of 'principles of management' and he argued that principles of management should not be rigid but should be flexible and capable of adaptation to every need. Discuss eight (8) of these principles and give examples.

(25 Marks)

4. Max Weber came up with the concept of 'bureaucracy' and believed it was the most efficient method of organising work and managing people. What are the characteristics of bureaucracy? Discuss some of the advantages and disadvantages of bureaucracy.

(25 Marks)

5. According to Elliot Jaques, a clearer understanding of bureaucracy should assist in explaining how hierarchy relates to the complexity of work and how it can be used to achieve a more effective deployment of talent and energy. Discuss.

(25 Marks)

6. Discuss Maslow's Hierarchy of Needs and its relevance as a Theory of Human Motivation.

(25 Marks)

7. What are the internal and external environmental factors that affect organizations and business ?

(25 Marks)

8. Discuss the "unique" African environment of organisations.

(25 Marks)