



UNIVERSITY OF SWAZILAND

SUPPLEMENTARY EXAMINATION PAPER

1st SEMESTER 2009/2010

- PROGRAMME** : BSc. AG. & BIOSYSTEMS. ENG. YR3
BSc. AG. ECONOMICS. & AGBMGNT YR 3
BSc. AGRONOMY YR 3
BSc. ANIMAL SCIENCE YR 3
BSc. FOOD SC., NUTRITION & TECH. YR 3
BSc. CONSUMER SCIENCE YR 3
BSc. HORTICULTURE YR 3
BSc. TEXT., APP. DESIGN & MNGMT YR 3
- COURSE CODE** : AEM 301
- TITLE OF PAPER** : ORGANISATION & HUMAN RESOURCE
MANAGEMENT
- TIME ALLOWED** : TWO (2) HOURS
- INSTRUCTIONS** : ANSWER ALL QUESTIONS.
EACH QUESTION CARRIES A TOTAL
OF 25 MARKS

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GRANTED BY THE CHIEF INVIGILATOR!**

QUESTION 1

- a) Employers who attempt to increase motivation of employees by raising their pay may not necessarily be successful. Do you agree or disagree with this statement? Justify your answer. **[10 marks]**
- b) Herzberg's two-factor theory is said to have emanated from the Maslow's hierarchy of needs. Provide a comparison of the two theories, highlighting their respective significance in the field of management. **[15 marks]**

QUESTION 2

Management by objectives has been identified by a number of authors as one means that different types of organisations may adopt for the purpose of bridging the gap that normally exists between the goals of individual employees and organizational goals.

- i) What is your view regarding this option? **[10 marks]**
- ii) What do you think will be the advantages and disadvantages of using Management by objectives for resolving the above anomaly? **[15 marks]**

QUESTION 3

- a) After completing your degree, some of you will probably be entering the work force, either in the private or public sector. As a new employee, what would be the implications of job analysis and job design for you? **[10 marks]**
- b) Research has established that people cannot, in any way, be compelled to cooperate. Instead, most managers have succeeded in getting the cooperation of their subordinates by creating the right environment in the workplace. As a new head of the marketing department at Crooks plantations, how would you ensure that a conducive environment is created in your department? **[15 marks]**

QUESTION 4

- a) Discuss the main reasons why employees join unions. **[15 marks]**
- b) How do managers normally perceive unions and their activities in relation to their (managers) responsibilities within an organization? **[10 marks]**