

1st Sem. 2015/2016



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UNIVERSITY OF SWAZILAND
SUPPLEMENTARY EXAMINATION
ORGANIZATION AND HUMAN RESOURCE MANAGEMENT
AEM 301

BSc. in Agriculture and Biosystems Engineering year III
BSc. in Agricultural Economics and Agribusiness Management year III
BSc. in Agronomy year III
BSc. in Animal Science year III
BSc. in Animal Science Dairy year III
BSc. in Consumer Science year III
BSc. in Food Science and Nutrition year III
BSc. in Horticulture year III
BSc. in Textile Apparel Design and Management year III

TIME ALLOWED: 2 HOURS

INSTRUCTIONS:

Answer all questions in the answer booklet

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CHIEF INVIGILATOR

Section A Question 1 [60 MARKS]

1. Which of the following is not necessarily deterministic of organizational behavior?
 - A. resources
 - B. individual members
 - C. organization
 - D. individual

2. In every organization, attitudes supersedes culture, beliefs, norms and values
 - A. False
 - B. True

3. Which of the following best defines organizational behavior:
 - A. a study of how effective and efficient an organization becomes
 - B. a study of why an organization interacts with the society to avoid conflict
 - C. a study of what people think, feel and do around organizations
 - D. none of the above

4. An organizational context means
 - A. group pressures that influence individual behavior
 - B. process management
 - C. the environment within which an organization operates
 - D. none of the above

5. Formal organization is characterized by:
 - A. a deliberate but ad-hoc processes
 - B. a deliberate non-hierarchical structure as long as there are objectives
 - C. a deliberate planning and coordination
 - D. a deliberate but flexible structure

6. In every organization, the structure is directed and controlled via
 - A. objectives
 - B. management
 - C. people
 - D. different groups

7. A set of traits and behaviors characterize:
 - A. personality
 - B. culture
 - C. heredity
 - D. perception

8. In order for 'action' to result from an interpretation
 - A. interpretation must inform feedback
 - B. consequence must have obtained
 - C. both the attention and interest must not match
 - D. none of the above

9. A test script is brought back to a student but her illness is not clearing. She most probably suffers
 - A. distress
 - B. eustress
 - C. ego-status
 - D. group dynamics

10. When people associate with those that are successful; this phenomenon is called
 - A. Exposure
 - B. Basking in reflected glory
 - C. Similarity-attraction effect
 - D. Reciprocity

11. Given that human nature is gregarious, we can conclude that
 - A. People do not affiliate
 - B. Groups seldom interact
 - C. Social needs are perceptions
 - D. None of the above

12. Government has assembled a group comprised of agronomists from the public sector, private sector and NGOs to work on a green-paper. This is a
 - A. Task group
 - B. Task force
 - C. Standing committee
 - D. Command group

13. Otherwise an interest group is somehow closer to a pressure group
 - A. True
 - B. False

14. Suddenly a formation of 2 joined by 1 queuing bank customers receives the accolades for not answering his phone call inside the bank. In the five stage model, this is the
 - A. Performing stage
 - B. Norming stage
 - C. Forming stage
 - D. Storming stage

15. Mutual accountability characterizes a team
 - A. True
 - B. False
16. Every structure should have order and command
 - A. True
 - B. False
17. It is necessary for an organization and an individual to strike a balance between their objectives if in full contract.
 - A. True
 - B. False
18. Organizational chart by function indicates all the products produced
 - A. True
 - B. False
19. Devolution of power from headquarters to regional offices is
 - A. Specialization
 - B. Centralization
 - C. Decentralization
 - D. Delegation
20. A span of control denotes
 - A. The number of people supervised by one manager
 - B. The number of managers in a structure
 - C. The number of people with shirking behavior
 - D. The number of people in a structure
21. Staff training improves
 - A. Organizational profitability
 - B. Job knowledge
 - C. The morale of the work place
 - D. All of the above
22. Hiring an outside specialist agency to undertake part of the work mutually is
 - A. recruitment
 - B. inducements
 - C. subcontracting
 - D. all of the above

23. Which one of the following is point-method job evaluation?
- A. The system starts with the selection of job factors
 - B. Each factor is ranked individually with other jobs
 - C. It takes place when jobs are grouped by common characteristics
 - D. All of the above
24. Human resource planning takes into account
- A. The rest of the organization's strategic plan
 - B. New ventures
 - C. Production and sales forecasts
 - D. All of the above
25. Human planning is regarded 'a process' because
- A. Top-level executives are responsible for manpower planning
 - B. Human resources almost walk in, with and out of the organization
 - C. It takes place in equilibrium
 - D. All of the above
26. Which of the following is not a dimension of employment relationship?
- A. Payment in exchange of effort offered
 - B. Compliance to employment legislation
 - C. Social aspects for integration
 - D. All of the above
27. A person to whom an employee reports is
- A. A subordinate
 - B. An immediate supervisor
 - C. A peer
 - D. All of the above

28. Management by objective provides
- A. Responsibility and accountability
 - B. A checklist
 - C. It takes place when jobs are grouped by common characteristics
 - D. All of the above
29. Cost of living adjustment is
- A. a stop-gap device for employees to keep up with the rise in prices
 - B. a bonus compensation
 - C. a right-sizing of employees
 - D. All of the above
30. Knowledge, technical skills, social skills and techniques is a group of
- A. Active practice
 - B. Factors of production in a human resource management environment
 - C. Areas of training
 - D. All of the above

Section B

Question two [40 marks]

Tabulate the main differences between work groups and work teams, clearly specifying the aspect of comparison in the middle of the column.

END OF PAPER