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1<sup>st</sup> SEM. 2018/2019

UNIVERSITY OF ESWATINI

FINAL EXAMINATION

COURSE CODE: AEM 301

TITLE OF PAPER: ORAGANIZATION AND HUMAN RESOURSE MANAGEMENT

TIME ALLOWED: TWO (2) HOURS

- INSTRUCTION: 1. ANSWER ALL QUESTIONS (Each Question Carries 25 Marks)  
2. DO NOT WRITE ON THIS QUESTION PAPER  
3. ALL ANSWERS SHOULD BE WRITTEN IN THE BOOKLET PROVIDED

**ANSWER ALL QUESTIONS (Each Question Carries 25 Marks)**

**Question One.**

- a) What are some of the many reasons why organizations are important objects of study in the study of Organization and Human Resource Management?

**(10 Marks)**

- b) Three contrasting definitions of organizations have risen; Give definitions of each as they relate to three perspectives on organizations.

**(15 Marks)**

**Question Two.**

- a) *Maslow* proposed a theoretical hierarchy of five Needs: Maslow's hierarchy of needs can be shown diagrammatically in the form of a pyramid. Draw the diagram and explain how this theory is related to organization and human resource management.

**(15 Marks)**

- b) Explain how managers can successfully motivate people.

**(10 Marks)**

**Question Three**

- a) With the aid of a flow chart summarize the factors influencing perception.

**(15 Marks)**

- b) List and explain the major traits influencing organizational behaviour.

**(10 Marks)**

**Question Four**

- a) Individuals in organizations make decisions and hence they make choices among two or more alternatives. These choices are made following a six-step rational decision-making model. Explain in detail the decision making process under **The rational model**

**(15 Marks)**

- b) Attitudes of employees can be changed and it is in the best interest of the organization to try for the change. But change is difficult as there are barriers to it. Briefly give an explanation of the three barriers to change.

**(10 Marks)**

**END OF EXAM**