

UNIVERSITY OF SWAZILAND

INSTITUTE OF DISTANCE EDUCATION

BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR I

FINAL EXAMINATION PAPER MAY, 2005

TITLE OF PAPER : INTRODUCTION TO ORG. THEORY AND MGT I & II

COURSE : IDE-BAE 103 - 1 & 2

TIME ALLOWED : THREE (3) HOURS

- INSTRUCTIONS :
1. ANSWER **FOUR (4)** QUESTIONS ONLY. **TWO(2)** FROM SECTION A AND **TWO (2)** FROM SECTION B
  2. ANSWERS SHOULD BE WRITTEN IN THE ANSWER BOOKLETS PROVIDED.
  3. DO NOT WRITE ON THE QUESTION PAPER.

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

**ANSWER FOUR (4) QUESTIONS. TWO (2) FROM SECTION A AND TWO (2) FROM SECTION B.**

**SECTION A**

**QUESTION 1**

- a) Define the term “organisational behaviour”. [ 5 marks]
- b) Why are organisations formed and what are some of the characteristics of organisations? [ 20 marks]

**QUESTION 2**

- a) Compare and contrast command and task groups. [12.5 marks]
- b) Explain the difference between formal and informal groups within an organisation. [12.5 marks]

**QUESTION 3**

- a) Explain the following functions of management: Planning, Organising, Leading and Controlling. [12.5 marks]
- b) Show the strong link between planning and controlling. [ 12.5 marks]

**QUESTION 4**

- a) Compare and contrast the major characteristics of both the classical management school and the behavioural management school. [10 marks]
- b) Using your own organisation as an example, explain ways in which both the Classical management school and Behavioural management school have influenced the processes of production and productivity. [ 15 marks]

**QUESTION 5**

Using an adult education institution of your choice, explain the influence of individual characteristics on organisational processes, as well as the influence of organization characteristics on the individual. [ 25 marks]

**SECTION B****QUESTION 6**

- a) Using an organization of your choice, discuss the role of socialization in fostering Organisational culture, production and productivity. [ 12.5 marks]
- b) Describe a theory /theories of motivation that you could use in developing a model for managing community-based HIV/AIDS care givers.  
[12.5 marks]

**QUESTION 7**

- a) With the aid of examples, explain the sources of gender inequality and sexual harassment in organisation? [ 10 marks]
- b) Describe policy measures that have been taken by government and your own organisation to curb incidences of gender discrimination and sexual harassment. To what extent have they been effective? What role could adult education play?  
[ 15 marks]

**QUESTION 8**

The Chief Executive Officer of the Central Co-operative Union is concerned about the status of its membership, 30% percent of who are dormant due to conflicts arising from (i) quality of leadership, (ii) management of funds, (iii) conduct and frequency of mandatory meetings, as well as (iv) the composition of their current executive committees. Identify and describe four strategies that you could advise the CEO and the management team to use in the management of these conflicts.

[25 marks]

**QUESTION 9**

You have been invited by Sebenta National Institute, an adult education institution, to play a leading role in revisiting its strategic plan. Explain how you will guide the stakeholders through the EIGHT major elements of the strategic management process.

[25 marks]