

167

UNIVERSITY OF SWAZILAND  
INSTITUTE OF DISTANCE EDUCATION  
BACHELOR OF EDUCATION (ADULT EDUCATION) YEAR 1  
FINAL EXAMINATION, DECEMBER 2017

**TITLE OF PAPER:** INTRODUCTION TO ORGANIZATIONAL THEORY & MANAGEMENT I

**COURSE CODE:** IDE-BAE 111

**WEIGHT:** 100 MARKS

**TIME ALLOWED:** THREE (3) HOURS

**INSTRUCTIONS:** THIS PAPER HAS SIX (6) QUESTIONS: ANSWER ANY FOUR (4) QUESTIONS

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

### QUESTION 1

- a) Define the term 'organization'. **[5 marks]**
- b) Using an organization of your choice as an example, identify and discuss the four (4) characteristics which are common to all formal organizations. **[20 marks]**

### QUESTION 2

With the aid of examples, discuss five (5) reasons for the existence of organizations. **[25 marks]**

### QUESTION 3

Using appropriate examples to illustrate your answer, identify and discuss four (4) categories in which organizations are classified, as presented by Kreitner (1995). **[25 marks]**

### QUESTION 4

With the aid of relevant examples, discuss five (5) major assumptions about the employee, the manager, the organization and production/productivity as presented by Scientific Management. **[25 marks]**

### QUESTION 5

Using a neat diagram, explain the interrelation and interdependence of the functions of management. With the aid of examples, analyze how each function is executed in your organization or organization of your choice. **[25 marks]**

### QUESTION 6

- a) Define 'controlling' and give an appropriate example. **[5 marks]**
- b) Mockler in Stoner et al (1995) identified four (4) steps in the control process. With reference to an organization of your choice, discuss the four (4) steps in controlling. **[20 marks]**