

**UNIVERSITY OF ESWATINI**  
**INSTITUTE OF DISTANCE EDUCATION**  
**BACHELOR OF EDUCATION (ADULT EDUCATION) LEVEL 1**  
**FINAL EXAMINATION, NOVEMBER 2019**

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

**COURSE CODE:** AED 133

**WEIGHT:** 100 MARKS

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

**INSTRUCTIONS:** THIS PAPER HAS SIX (6) QUESTIONS: ANSWER QUESTION 1 AND ANY THREE (3) QUESTIONS

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

### QUESTION 1 – COMPULSORY

- a) With the aid of examples, define the following:
- i) Organization
  - ii) Organizational structure
  - iii) Business organizations
  - iv) Non-profit service organizations
  - v) Informal organizations
  - vi) Mutual-benefit organizations
  - vii) Commonwealth organizations
  - viii) Open system
  - ix) Closed system
  - x) Systems boundary
- [20 marks]**
- b) Identify and briefly explain the two main types of organizational goals. **[5 marks]**

### QUESTION 2

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

### QUESTION 3

- a) Using an example, explain the meaning of organizational structure **[5 marks]**
- b) Identify and discuss the three (3) main types of organizational structures. Use neat diagrams to illustrate your answer. **[20 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

- a) With the aid of a clear diagram, discuss the interdependence of the functions of management. **[15 marks]**
- b) With the aid of examples, analyze how each function is executed in your organization or organization of your choice. **[10 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]**