

UNIVERSITY OF ESWATINI
INSTITUTE OF DISTANCE EDUCATION
BACHELOR OF EDUCATION (ADULT EDUCATION) LEVEL 1
FINAL EXAMINATION, APRIL 2021

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 FIVE (5) QUESTIONS: ANSWER QUESTION 1 AND ANY TWO (2) QUESTIONS

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

QUESTION 1 – THIS QUESTION IS COMPULSORY

a) With the aid of examples, write short notes on the following:

- i) Organization (5 marks)
- ii) Hierarchy of authority (5 marks)
- iii) Open system organization (5 marks)
- iv) Scientific Management (5 marks)
- v) Organizational Environment (5 marks)

b) Read the following case and answer the questions that follow.

Technotronix Limited is manufacturing mobile phones both for domestic market as well as for export. It had enjoyed a substantial market share and also had a loyal customer following but lately, it has been experiencing problems because its targets have not been met with regard to sales and customer satisfaction. Also, mobile market in the country has grown tremendously and new players have come with better technology and pricing. This is causing problems for the company. It is planning to revamp its controlling system and take other steps to rectify the problem it is facing.

- i) Identify the benefits Technotronix will derive from a good control system. (5 marks)
- ii) How can the company relate its planning with control in this line of business to ensure that its plans are actually implemented and targets attained? (5 marks)
- iii) Explain the steps in the control process that the company should follow to remove the problems it is facing. (10 marks)
- iv) What techniques of control can the company use? (5 marks)

[50 marks]

QUESTION 2

Using examples, explain four (4) characteristics common to all formal organizations.

[25 marks]

QUESTION 3

- a) Define organizational structure **[5 marks]**
- b) 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) Define environmental scanning. **[5 marks]**
- b) With the aid of examples, discuss five (5) external forces that have the potential of indirectly affecting an organization's performance. **[20 marks]**