

UNIVERSITY OF SWAZILAND

FACULTY OF EDUCATION



DEPARTMENT OF EDUCATIONAL FOUNDATIONS AND MANAGEMENT

2014/2015

FINAL EXAMINATION

TITLE OF PAPER: THE BEGINNINGS OF ADMINISTRATIVE
THOUGHT

COURSE CODE: EDF 626

DURATION: THREE HOURS

TOTAL MARKS: 100

INSTRUCTIONS:

1. Answer all questions.
2. The total score for the paper is 100 Marks.

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

QUESTION 1

In the development of organisational thought from the early 19th Century to date, there is a strong consensus that organisations can no longer afford to be closed systems but now they are open systems.

(a) Discuss the 5 basic elements of an open system as presented by Hoy and Miskel (2008, 2013) and Luneburg (2010). In your response, provide examples from the educational context. (15 marks)

(b) Provide a diagram to illustrate what has been discussed in (a). (10 marks)

(25 Marks)

QUESTION 2

Using the ideas from Hoy and Miskel (2008), explain how an educational administrator can turn his or her organisation around by following the five internal elements of a transformation process while taking into consideration the external environment.

(25 Marks)

QUESTION 3

(a) Assess and determine five key contributions to any one of the following pioneers of administration:

Max Weber
Chester Barnard
Henri Fayol

(10 marks)

(b) Discuss how the contributions you have determined are relevant in our current education administration (15 marks)

(25 Marks)

QUESTION 4

Although as with so many things, there is no one best way to manage conflict. It is about matching the style with the situation.

Discuss the five typologies of conflict management styles which you learnt about in the course and how educational administrators use them in their day-to-day running of organisations.

(25 Marks)
