

UNIVERSITY OF SWAZILAND

FACULTY OF EDUCATION



DEPARTMENT OF EDUCATIONAL FOUNDATIONS AND MANAGEMENT

2018/2019

FINAL EXAMINATION

TITLE OF PAPER: The Beginnings of Administrative Thought

COURSE CODE: EFM603

TIME ALLOWED: Three Hours

INSTRUCTIONS:

- i. This paper has five (5) questions.
- ii. Answer four (4) questions
- iii. The total is 100 marks.

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

Answer all questions

QUESTION 1

(i) According to Locke (1982) Frederick Taylor's (1911) views on management are not only regarded as essentially correct but have also been widely accepted by management even in the 21st Century.

Discuss three of his beliefs that support the above claim to further show that Taylor's track record is remarkable. **(15 marks)**

(ii) Select and discuss **two** concepts and associated assumptions of the Natural Systems perspective that make it a closed system' in an educational context. **(10 marks)**

(25 marks)

QUESTION 2

Evaluate the classical theory of organisation. In your evaluation, show how some of the criticisms were baseless considering the value of the classical theory in today's organisations. **(25 marks)**

QUESTION 3

Explain how the **five** management functions developed by Fayol can create a work setting that makes efficient and effective use of organisational resources. Use your organisation as an example. **(25 marks)**

QUESTION 4

Discuss **five** main features or components of the Social Systems Model. In your discussion, explain how it calls attention to the rational and natural systems of organisational life.

(25 marks)

QUESTION 5

Hoy and Miskel (2008; 2013) suggest several strategies to enhance one's authority.

Select **five** strategies suitable for your own leadership and buttress your response with examples.

(25 marks)

THE END