

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
FINAL EXAMINATION 2009**

TITLE OF PAPER	: ORGANISATION AND BEHAVIOUR	THEORY
COURSE CODE	: PA 204	
TIME ALLOWED	: THREE (3) HOURS	
INSTRUCTIONS	: ANSWER ANY FOUR (4) QUESTIONS	

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

QUESTIONS

1. Define the term 'Organisation' and discuss the reasons for studying organisations and the behaviour of individuals within them (25 Marks).
2. Discuss the main features of 'Scientific Management' and further discuss the theory's contribution to management thought (25 Marks).
3. The 'General Environment' of organisations consists of economic, socio-cultural and political dimensions, among others. Discuss (25 Marks).
4. Define 'Organisation Culture' and further discuss 'Designed' and 'Emergent' organisational culture (25 Marks).
5. 'Co-ordination' is one of the most important functions of management in an organisation. Define 'Co-ordination' briefly and discuss three methods through which it can be achieved (25 Marks).
6. Compare and contrast the 'Rational' model of decision-making and the 'Normative' model of decision-making (25 Marks)