

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
SUPPLEMENTARY 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 further discuss the characteristics of organisations (25 Marks).
2. Discuss the main features of 'Bureaucracy' and further discuss the theory's dysfunctions (25 Marks).
3. Outline Abraham Maslow's 'Hierarchy of Needs' as discussed in his 'Theory of Human Motivation'. Further discuss the critique of this theory (25 Marks).
4. Organisations have 'Internal Environments'. Discuss the following characteristics of the internal environment of organisations:
 - (a) Owners
 - (b) Boards of Directors
 - (c) Employees (25 Marks)
5. 'Competitive Forces' can be seen as one of the major environmental factors that affect organisations. Discuss (25 Marks).
6. Discuss the following factors that affect the behaviour, effectiveness and cohesion of groups in the workplace:
 - (a) Size
 - (b) Nature of the task
 - (c) Individual roles and aspirations (25 Marks).