

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
SUPPLEMENTARY EXAMINATION 2012**

**TITLE OF PAPER : ORGANISATION THEORY AND
BEHAVIOUR**

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 examine the characteristics of organisations. (25 Marks)
2. Distinguish between organisational theory and organisational behaviour. (25 Marks)
3. Discuss the principles and dysfunctions of bureaucracy as propounded by Max Weber. (25 Marks).
4. Outline Abraham Maslow's 'Hierarchy of Needs' as discussed in his 'Theory of Human Motivation'. As part of your discussion, discuss the major criticisms of the theory. (25 Marks)
5. The external environment of organisations consists of the 'general environment' and the 'task environment'. Discuss any one of these elements. (25 Marks)
6. Define 'perception' within the context of organisational behaviour and distinguish between selective perception and stereotyping. (25 Marks)
7. Political behaviours are common in organisations. Discuss any five major political behaviours you are familiar with. (25 Marks)
8. Groups are an integral part of modern organisations. Discuss the reasons why people join groups. (25 Marks)