

**UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCE  
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES  
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II  
SUPPLEMENTARY EXAMINATION 2014**

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

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

## QUESTIONS

1. Define the term 'organisation' and examine the main characteristics of organisations. (25 Marks)
2. Discuss the major contributions of Scientific Management to modern practice of management. (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. Discuss any three (3) of the following elements of the general environment of organisations;
  - a. The economic dimension
  - b. The socio-cultural dimension
  - c. The political dimension
  - d. The international dimension. (25 Marks)
6. Define 'perception' within the context of organisational behaviour and distinguish between selective perception and stereotyping. (25 Marks)
7. Define the concept of leadership as a feature of organisational behaviour and discuss the five major ways in which leaders can use power in the leadership processes within organisations. (25 Marks)
8. Groups are an integral part of modern organisations. Discuss the stages through which formal groups develop within an organisation. (25 Marks)