

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCES
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
FINAL EXAMINATION 2015**

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. According to Elliot Jaques attempts that have been made to replace bureaucracy, as a way of organizing large work establishments, have consistently failed and will continue to fail. Discuss extensively. (25 Marks)
2. Discuss the 'African environment' of organisations that make it unique from other environments particularly in the Developed World. (25 Marks)
3. Distinguish between the 'Classical School' of organisation theory and the 'Human Relations School'. (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. There are three major elements that need to be studied if one needs to understand the relationship between an organisation and its members. Discuss any two of the following elements:
 - a) Psychological contract
 - b) Person-job fit
 - c) Nature of individual differences. (25 Marks)
7. Define the concept of 'conflict' in organisational behaviour and discuss the three common causes of conflict as outlined by Griffin, R. (2013). (25 Marks)
8. 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)