

**UNIVERSITY OF SWAZILAND**  
**FACULTY OF SOCIAL SCIENCE**  
**DEPARTMENT OF SOCIOLOGY**  
**MAIN EXAMINATION PAPER, MAY 2011**

**TITLE OF PAPER** : **SOCIOLOGY OF ORGANIZATIONS**

**COURSE CODE** : **SOC 408**

**TIME ALLOWED** : **TWO (2) HOURS**

**INSTRUCTIONS** :

1. **QUESTION 1 AND 2 ARE COMPULSORY.**
2. **ANSWER ANY ONE (1) QUESTION FROM SECTION 2.**
2. **ALL QUESTIONS CARRY EQUAL MARKS.**

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

**SECTION 1: COMPULSORY****QUESTION 1**

Think of two organizations with which you are familiar. What are the outcomes of these organizations? Refer to material from the course on outcomes.

**QUESTION 2**

With reference to the two organizations discussed in question one (1), compare the degree of the three forms of complexity.

**SECTION 2****ANSWER ONE (1) QUESTION****QUESTION 3**

Describe three instances of the exercise of power in your organizations, and discuss the outcomes in terms of compliance and conflict.

**QUESTION 4**

Describe the forms of rationality present in decision making in your two organizations.

**QUESTION 5**

When communications take place in your two organizations, how are they affected by vertical and horizontal factors?

**QUESTION 6**

Describe any innovations that have taken place within your two organizations in terms of the individual, organizational, and environmental factors that were important in the innovation process.