



2ND SEM. 2004/2005

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UNIVERSITY OF SWAZILAND

FINAL EXAMINATION PAPER

**PROGRAMME : BACHELOR OF SCIENCE IN HOME
ECONOMICS TEXTILE & APPAREL
DESIGN MANAGEMENT YEAR IV**

COURSE CODE : TAD 411

TITLE OF PAPER : ORGANIZATIONAL BEHAVIOUR

TIME ALLOWED : TWO (2) HOURS

**INSTRUCTIONS : ANSWER QUESTION ONE (1)
AND ANY OTHER (2) QUESTIONS**

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GRANTED BY THE CHIEF INVIGILATOR**

QUESTION 1

- a. Organisations today are faced with a dynamic and changing environment. Change needs to be appropriately managed. What guidelines/steps should managers follow to prepare for change? Critically discuss those guidelines. [15 marks]
- b. What forces create the need for change in organization? [10 marks]
- c. What cause resistant to change in organization and how may it be overcome? [15 marks]

QUESTION 2

The process of getting the optimum fit between the organizational requirements of the individual employee and the individual's satisfaction in the job is commonly called job design. Describe the job characteristics likely to motivate people in their work as the different ways of improving job satisfaction through redesign. [30 marks]

QUESTION 3

Critically assess the practical value of Maslow's hierarchy of needs for improving the motivation of people at work. Give examples of situations in which each of the following theories of motivation might be appropriate:

- a. Achievement motivation theory [10 marks]
- b. Equity theory [10 marks]
- c. Goal-setting theory [10 marks]

QUESTION 4

- a. What is organizational behaviour? Why is it useful to people who are in organization? [10 marks]
- b. Describe **three** ways from attribution theory that are used in assessing whether a behaviour is internally or externally caused. [20 marks]