

**UNIVERSITY OF SWAZILAND
FACULTY OF SOCIAL SCIENCE
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II
FINAL EXAMINATION 2011**

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. Define the term 'organisation' and examine the reasons for studying organisations in modern society. (25 Marks)
2. Henri Fayol argued that all types of organisations can be managed by his set of 'universal principles of management'. Discuss any six (6) principles of management advanced by the scholar. (25 Marks)
3. Explain why Elliott Jaques believes that hierarchy/bureaucracy is the most efficient method of organising large corporations. (25 Marks)
4. It has been argued that the environment/context within which organisations in Africa exist is unique and different compared to that of the Western world. Discuss any three elements that constrain African organisations. (25 Marks)
5. Define the concept of 'a group' in the context of organisations and discuss the three major types of groups as outlined by Griffin (2011). (25 Marks)
6. Conflict is an integral part of organisational life. Discuss the three levels of conflict common to organisations. (25 Marks)
7. Define 'leadership' both as 'process' and 'property' and discuss the five bases of power. (25 Marks)
8. Griffin R. (2011) argues that "Personality traits represent one of the most fundamental sets of individual differences in organisations." Define 'personality' and discuss the 'big five' personality traits as observed by the author. (25 Marks)