

**UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCE  
DEPARTMENT OF POLITICAL AND ADMINISTRATIVE STUDIES  
BACHELOR OF ARTS IN SOCIAL SCIENCE YEAR II  
FINAL EXAMINATION 2012**

<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. Discuss the four major principles of the Scientific Management Theory. (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 this scholar. (25 Marks)
3. 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)
4. Discuss any two (2) of the following;
  - a. Performance behaviours
  - b. Withdrawal behaviours
  - c. Organisational citizenship. (25 Marks)
5. Discuss in detail the following two (2) issues that may compromise the effectiveness of formal groups;
  - a. The Asch effect
  - b. Groupthink. (25 Marks)
6. Discuss the Functional Approach to leadership and explain why it is generally deemed to be more favourable when compared to the Leadership Traits Approach and the Situational Approach. (25 Marks)
7. There is general agreement among scholars that political behaviour in organisations cannot be totally eliminated but can be managed. Discuss the five common political behaviours in organisations and explain how they can be managed. (25 Marks)