

UNIVERSITY OF SWAZILAND  
FACULTY OF SOCIAL SCIENCE  
BACHELOR OF ARTS (SOCIAL SCIENCE) YEAR 2

FINAL EXAMINATION PAPER: MAY, 2018

TITLE OF PAPER: ORGANISATIONAL THEORY AND  
BEHAVIOUR 11

COURSE CODE: PAD 202

TIME ALLOWED: THREE (3) HOURS

INSTRUCTIONS: 1. ANSWER FOUR (4) QUESTIONS:  
2. ALL QUESTIONS CARRY EQUAL MARKS  
OF TWENTY FIVE (25) EACH

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

1. To understand how individuals behave in organisations it is important to interrogate three elements that define the relationship between the organisation and the individuals and these are the psychological contract, the person-job fit and the nature of individual differences. Discuss these.

(25 marks)

2. There are thousands of personality traits and dimensions that differentiate one person from another. However, there are five fundamental personality traits that are especially relevant to organisations and they are sometimes referred to as the "Big Five" personality traits. What are these and how do they manifest in individuals?

(25 marks)

3. People in organisations may form different attitudes about almost anything in the organisation. The most important work-related attitudes include job satisfaction and organisational commitment Explain.

(25 marks)

4. What are the distinguishing features of formal groups compared to informal groups?

(25 marks)

5. Discuss the main factors that affect the cohesion, behaviour and effectiveness of groups.

(25 marks)

6. The following are major threats to group effectiveness that managers need to be careful of: Discuss.

- The Asch effect
- Groupthink and
- Social loafing

(25 Marks)

7. Discuss these different approaches to leadership:

- The Qualities / Traits Approach
- The Situational Approach
- The Functional Approach

(25 marks)

8. To understand leadership it is necessary to understand power. Discuss the five (5) basic types of power.

(25 marks)