

Uganda Martyrs University

School of Arts and Social Sciences

Department of Governance, Peace and International Studies

B. Public Administration and Management-Nkozi & Lubaga

Year Two: 2018/2019

PAM 2114: ORGANIZATION AND MANAGEMENT

End of Semester One Examination

Date: Tuesday 11th December 2018

Time: 9:30am-12:30pm

Instructions

- Please read the instructions carefully before answering the questions.
- **Answer any four questions.**
- Start your answer to each question on a fresh page.
- Do not write anything on the question paper.

1. a) Describe the theories of organization and management. **(10 marks)**

b) As a manager, describe some of the challenges you would face in managing employees and change within any organisation of your choice. **(15 marks)**

2.a) Explain the term “Organizational Behaviour” **(5 marks)**

b) Highlight on the following theories of motivation.

- a) Maslow’s need hierarchy theory. **(5 marks)**
- b) Vroom’s expectancy theory, **(5 marks)**
- c) Path-goal theory, **(5 marks)**
- d) Theory X and Y. **(5 marks)**

3. a) Describe the term “Organizational Culture.” **(8 marks)**

b) As a Managing Director, describe how you can promote healthy and effective human relations within an organization of your choice. **(17 marks)**

4. a) Distinguish between Leadership and Management. **(8 marks)**

b) Elaborate on Taylor’s Scientific Management and discuss its relevance to organisations today. **(17 marks)**

5. a) Distinguish between Centralisation and Decentralisation. **(5 marks)**

b) Discuss Chester Barnard’s views on “Acceptance theory of Authority” **(10 marks)**

c) Describe the relevance of the theory to Organizations today. **(10 marks)**

6. a) With concrete examples; Explain the basic managerial functions of public administrators. **(10 marks)**

b) Discuss the relevance of the "Scientific Management Principles of Henry Fayol" to Organizations today? **(15 marks)**

7. a) Discuss the importance of Communication and Control in an organization **(8 marks)**

b) As a manager, elaborate on how you can manage Human Resources within an Organization to boost efficiency and effectiveness to achieve organizational targets. **(17 marks)**