BSc. (Hons) Business Information Systems
Part Time
BIS 1214 – Organisation Structures and Design
Examinations for 2002 – 2003 / Semester 1

Duration: 2 hours

Instructions to Candidates:

1. Answer all questions.
2. Maximum marks: 100

This question paper contains 4 questions and 2 pages.
1. (a) Discuss the characteristics of the functional and matrix structures.  
   (b) How might these structures create conflict in an organization?  
   (c) Contrast Job Enlargement with Job Enrichment in terms of the job characteristics model.

2. (a) Using simple organizational examples, discuss Maslow’s hierarchy of needs.  
   (b) Explain how Douglas McGregor viewed the nature of human beings through his Theory X and Theory Y.  
   (c) How can McGregor’s analysis be expressed in the framework presented by Maslow?

3. (a) Discuss the main reasons for resistance to change.  
   (b) Explain the techniques for reducing resistance to change.

4. (a) What are the key qualities of effective control systems?  
   (b) Explain some of the dysfunctional sides of controls.