



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business & Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Administrative Management 2B	COURSE CODE: AMM621S
DATE: November 2022	SESSION: 1
DURATION: 2 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINERS	MS. A. SCHROEDER (Full-time) DR. N. ANGULA (Distance)
MODERATOR:	MR. H. HERMAN

INSTRUCTIONS	
a) Answer ALL the questions in Section A. b) Answer any eight (8) questions in Section B. c) Read all questions carefully before answering. d) Number answers according to the numbering structure provided in the question paper.	

THIS EXAMINATION PAPER CONSISTS OF 5 PAGES

(INCLUDING THIS FRONT PAGE)

SECTION A: Answer all questions in this section.

[20]

QUESTION 1

Choose the letter from the options that best completes the following sentences:

- 1.1 ____ the process of designing or arranging workplaces and work systems so that they fit the people who use them.
A. Mission statement
B. Vision statement
C. Supervision
D. Ergonomics
E. Ventilation (2)
- 1.2 The choice of floor covering will be determined by a combination of factors. Select the one that does not fit.
A. Durability
B. Initiative
C. Type of office environment
D. Traffic volumes
E. Cost (2)
- 1.3 Organisations using one another's office space are called _____.
A. Cottaging
B. Hotdesking
C. Commons
D. Just in time office
E. Guesting (2)
- 1.4 Which of the following is **not** a benefit of a virtual office
A. Increased collaboration
B. Saving costs
C. Promoting flexibility
D. Having access to experts from all over the world
E. Less commuting (2)
- 1.5 Of the two quadrants in Covey's Time Management Matrix, which one contains long-termgoals like studying.
A. Urgent and important
B. Not urgent and important
C. Urgent and not important
D. Not urgent and not important (2)
- 1.6 A small problem that is not addressed and gradually increases into a big problem is known as:
A. Contingency plan
B. Snowball effect
C. Authority vacuum
D. Risk aversion
E. Time management (2)

- 1.7 The abbreviation VMOSA stands for:
A. Version, Main, Objectives, Steady & Activity
B. Vision, Military, Objectives, Survey & Authority
C. Virtual, Micro, Organising, Staffing & Administrative
D. Vision, Mission, Objectives, Strategy & Action Plans
E. Virtual, Mission, Objectives, Strategy & Achievement (2)
- 1.8 When home workers gather at a local work centre for interaction and access to technology, this is:
A. Caves
B. Commons
C. Cottaging
D. Guesting
E. Just-in-time office (2)
- 1.9 Indicate to which interdependence type is referred to, when both entity A and entity B depend on each other, where the output of A becomes the input for B, and vice versa.
A. Pooled interdependence
B. Reciprocal interdependence
C. Sequential interdependence
D. Timed interdependence
E. Scheduled interdependence (2)
- 1.10 Indicate to which concept is referred to, when Peter Hauwanga the HR Manager at MTC is showing favouritism and are only hiring his relatives and friends.
A. Recruitment
B. Training
C. Selection
D. Nepotism
E. Promotion (2)

SECTION B

[80]

Answer any eight (8) questions from this Section B. Should a student answer all nine questions, only the first eight (8) questions will be marked.

QUESTION 2

(10)

The POSDCORB framework was developed by Luther Gulick and Lyndal Urwick in 1937. The acronym S stands for Staffing or Human Resources Management. Discuss the concept of “staffing” in detail and also examine the benefits of staffing that an organisation will enjoy.

QUESTION 3

(10)

Ester Phillipus has started with Twapa Events in Oshakati five years ago. She has learned that you are an Administrative Management 2B student at NUST and has come to you for advice on contingency plans. Name and discuss five (5) of the emergencies or eventualities that Ester as an event manager should be prepared for, should the unexpected happen, at one of her events.

QUESTION 4

(10)

Time management refers to the ability to use one’s time effectively or productively, especially at work. Name and discuss any five (5) components of effective time management.

QUESTION 5

(10)

Supervisors or managers can delegate certain tasks, responsibilities, or authority to another individual to carry out specific activities. Discuss the five (5) barriers that may impede effective delegation.

QUESTION 6

(10)

Organisations have the option to make use of private offices or open-plan office layouts. Discuss any five (5) advantages of private office layouts.

QUESTION 7

(10)

The COVID-19 pandemic, also known as the coronavirus pandemic, was first identified from an outbreak in Wuhan, China, in December 2019. The World Health Organisation (WHO) declared the outbreak a public health emergency of international concern on 30 January 2020 and a pandemic on 11 March 2020.

Numerous businesses worldwide were affected negatively by this pandemic, and many had to close their doors permanently. After the pandemic, many organisations have adapted to make use of virtual office space.

Discuss the concept of “virtual office space” and examine the three (3) advantages and two (2) disadvantages of virtual offices.

QUESTION 8

(10)

Productivity in the workplace can be defined as the efficiency of a person, system, or process in converting inputs into useful outputs. Discuss the following concepts as some of the methods managers may use to improve productivity in an organisation.

- a) job rotation
- b) delegation
- c) embrace technology
- d) task outline/definition
- e) job simplification

QUESTION 9

(10)

Managing employees can be a very difficult role to undertake. Discuss the concept of “employee relationship management” in detail and explain five (5) considerations for ineffective employee relationship management.