



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF BUSINESS MANAGEMENT	
QUALIFICATION CODE: 07BBMA	LEVEL: 6
COURSE CODE: BST611S	COURSE NAME: SYSTEMS THINKING
SESSION: JULY 2019	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY / SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	DR. CHRIS VAN ZYL
MODERATOR:	DR. ASA ROMEO ASA

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.

PERMISSIBLE MATERIALS

THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)

QUESTION 1

Create a Systems Thinking Model that could be used to assess and advise a typical SME in the Namibian market. The objectives of using the mentioned Systems Thinking Model are to create a **high-performing, growth-orientated** and **sustainable** enterprise. This Systems Thinking Model could consist out of any combination of the components or sub-components of the concepts listed below. Please justify your inclusion for each of the selected components or sub-components by motivating why you are including each of them relative to the above mentioned described (highlighted) objectives.

- General Systems Theory dimensions
- Learning Disciplines
- The U-process
- Learning Organisation Characteristics
- Sustainability
- Quality Thinking

[50 marks]

QUESTION 2

Distinguish between the 10 systems archetypes according to their names, descriptions and management applications.

[30 marks]

QUESTION 3

Discuss Conti's (2006) views on "Relations and Value Exchanges".

[20 marks]

TOTAL MARKS: 100