



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: ADMINISTRATIVE MANAGEMENT 2B	COURSE CODE: AMM621S
DATE: NOVEMBER 2024	SESSION: PAPER 1
DURATION: 2 HOURS	MARKS: 100

1ST OPPORTUNITY EXAMINATION QUESTION PAPER	
Examiner:	Ms. P. Louw
Moderator:	Ms. A. Schroeder

**THIS QUESTION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)**

INSTRUCTIONS

1. Answer **ALL** the questions.
2. Read all the questions carefully before answering.
3. Make sure your name and surname, question number and the date appears on the answer script.
4. Please ensure that your writing is legible, neat and presentable.
5. Marks for each question are indicated at the end of each question.

QUESTION 1

MARKS [10]

Answer the following multiple-choice questions. Write down only the letter next to the appropriate number. For example, 1.1. E

- 1.1. Which statement captures an organisation's purpose, explaining what it stands for?
 - A. Mission Statement
 - B. Vision Statement
 - C. Value Statement
 - D. Strategic Plan
- 1.2. The abbreviation VMOSA stands for:
 - A. Vision, Mission, Organising, Strategy and Authority
 - B. Version, Micro, Objectives, Staffing and Achievement
 - C. Vision, Mission, Objectives, Strategy and Action Plans
 - D. Virtual, Main Office, Strategy and Activity
- 1.3. What is the process of designing or arranging workplaces and work systems to fit the people who use them?
 - A. Architecture
 - B. Acoustics
 - C. Air quality
 - D. Ergonomics
- 1.4. What term is used to refer to irritations that occur when employees are in the workplace and disappear when they leave the premises?
 - A. Sick Building Syndrome
 - B. Job Burnout
 - C. Workplace Fatigue
 - D. Musculoskeletal Disorder
- 1.5. The concept whereby employees periodically exchange their work assignments with others is known as:
 - A. Job Rotation
 - B. Job Satisfaction
 - C. Job Simplification
 - D. Job Enrichment
- 1.6. What concept is described when Ms. Philander exclusively hires friends and relatives?
 - A. Discrimination
 - B. Favouritism
 - C. Nepotism
 - D. Promotion

- 1.7. The administrative function is concerned with decision making and delegating structured instructions and orders to execute them:
- A. Coordinating
 - B. Directing
 - C. Organising
 - D. Planning
- 1.8. What is the ability to use one's time effectively or productively, particularly in the workplace called?
- A. Work-life balance
 - B. Delegation
 - C. Productivity
 - D. Time Management
- 1.9. What is defined as the ability to influence the behavior of others within an organization?
- A. Authority
 - B. Leadership
 - C. Power
 - D. Control
- 1.10. What term refers to the assignment of responsibility or authority from a manager to a subordinate to carry out specific activities?
- A. Delegation
 - B. Empowerment
 - C. Supervision
 - D. Collaboration

QUESTION 2

MARKS [10]

Define the following terms.

- 2.1. Pooled interdependence
- 2.2. Staffing
- 2.3. Planning
- 2.4. Chain of Command
- 2.5. Virtual Office

QUESTION 3

MARKS [20]

Answer the following questions.

- 3.1. State and explain the three (3) forms of authority that is found in contemporary organisations. **(6)**
- 3.2. Identify any four (4) areas of discrimination that you should avoid as an Administrative Manager. **(4)**
- 3.3. Consider a scenario where a manager is assessing their influence within the team. What are the five types of power they can utilise to effectively lead and motivate their employees? **(10)**

QUESTION 4

[20]

Answer the following questions.

- 4.1. Organising gives organisation or entity structure, and allows for the alignment of resources to achieve the objectives that were developed at the planning stage. Identify and discuss the five (5) steps that are involved in organising. **(10)**
- 4.2. Examine the key principles of delegation that should be followed to ensure delegation is effective and yields the intended results. **(5)**
- 4.3. Events are planned public or social gatherings. Clarify how an events company can determine whether their event was successful. **(1)**
- 4.4. List the four social motives that drive individuals to attend events. **(4)**

QUESTION 5**[20]**

Answer the following questions.

- 5.1. Productivity entails using time and resources wisely to achieve optimal results. However, this is only achieved under certain conditions. Outline and discuss the various conditions that are required for office productivity to yield positive results. **(10)**
- 5.2. Identify the four approaches on which departmentalisation is based on. **(4)**
- 5.3. Authority may manifest itself as either centralised or decentralised authority. Distinguish between centralised and decentralised authority. **(2)**
- 5.4. Mention any four primary duties of a Receptionist. **(4)**

QUESTION 6**[20]**

Answer the following questions.

- 6.1. Examine the factors that could lead to poor employee relations if it is not managed effectively. **(8)**
- 6.2. Discuss the factors that hinder effective delegation. **(6)**
- 6.3. Outline three (3) advantages and three (3) disadvantages of departmentalising by Product/Service. **(6)**

TOTAL: 100