NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION : BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	**LEVEL: 7**
COURSE CODE: AMM721S	**COURSE NAME**: ADMINISTRATIVE MANAGEMENT 3
SESSION: NOVEMBER 2024	**PAPER:** THEORY (PAPER 1)
DURATION: 2 HOURS	**MARKS:** 100

1st OPPORNITY EXAMINATION QUESTION PAPER	
EXAMINER:	**Dr. N. ANGULA**
MODERATOR:	Mr. Eugene A. Zealand

INSTRUCTIONS
1. Answer ALL the questions. 2. Read all the questions carefully before answering. 3. Number the answers clearly

THIS QUESTION PAPER CONSISTS OF 6 PAGES (Including this front page)

Answer the following multiple-choice questions. Only write down the question number and the correct answer. E.g. 1.1 C

Section A: Multiple choice questions

1.1 Which kind of authority is bestowed by the hierarchy of the organisation

A. Legitimate power
B. Reward power
C. Coercive power
D. Referent power

1.2 Which kind of leader typically grants their subordinates total autonomy to decide for themselves what actions to take and how to finish tasks?

A. Democratic.
B. Autocratic style
C. Laissez-faire
D. Bureaucratic

1.3 This is a multifaceted idea that can be seen from various angles or developed conceptually:

A. Leadership
B. Management
C. Classical scientific school
D. Administrative approach

1.4 What kind of method was German sociologist Max Weber primarily promoting?

A. Humans Relations Movement
B. The systems approach
C. Contemporary approach
D. The bureaucratic approach

1.5 Motivation is characterised by

A. Management
B. Leadership
C. Human resource management
D. a force that guides or activates an individual's behaviours towards a certain aim

1.6 The process by which technological advancements, managerial duties, and production activities transform inputs into outputs:

A. Inputs
B. Transformation processes
C. Outputs
D. Feedback

1.7 This theory is predicated on the idea that a person's actions are determined by the consequences they perceive:

A. Positive reinforcement
B. Reinforcement theory
C. Expectancy theory
D. Negative reinforcement

1.8 The method by which a new hire is ready to work in a specific setting or company. Formal or informal orientation is possible:

A. Recruitment
B. Staffing
C. Screening
D. Orientation

1.9 This tactic is a bit drastic because it amounts to management's admission that the company cannot continue and moving to suspend operations:

A. Harvesting
B. Liquidation
C. Divestiture
D. Turnaround strategies

1.10 The proactive practice of coordinating the internal environment of an organization with the external environment's shifting dangers and opportunities

A. Strategic Marketing
B. Strategic management
C. Strategic human resource management
D. Strategic leadership

[10 marks]

Section B: Structured questions **[90 Marks]**
Answer each of the following questions:

Questions 1

Imagine at a mid-sized tech company that is expanding quickly and dealing with a number of obstacles, you hold the position of administrative manager. Being in charge of daily operations, leading teams, and making sure strategic objectives are reached are all part of your job description. You must comprehend and use a variety of management ideas in order to carry out these duties successfully.

Explain how each theory would impact your perspective and why it's important to understand them. **[10]**

Question 2

Consider that a recently appointed administrative manager at a sizable retail company, which has been dealing with significant employee turnover and low customer satisfaction, has recruited you as an experienced consultant.

The manager seeks recommendations and which management theories to explore to effectively address these issues. **[10]**

Question 3

Imagine that you oversee quality control at a sizable manufacturing facility that creates very accurate electronic components. Six Sigma techniques are being implemented at the company in an effort to raise quality and lower failure rates.

To effectively apply six sigma for quality improvement, it's essential to clearly define what a "flow" entails. Using five (5) specific examples, outline how to identify a defect in each case. **[10]**

Question 4

The executive team has given you the assignment of outlining the reasons for the importance of matching the organisation's objectives with the demands of its workforce.

How important is it to ensure that work force demands are in harmony with the organisation's autarchy goals, particularly, given in current context. **[10]**

Question 5

You are expected to classify a group of aspirational people using Mcclelland's Theory of Needs.

In your response, precisely describe each need and make use of pertinent ideas, theoretical concepts, and practical examples. **[10]**

Question 6

Assume that you are now a team leader at a fast-moving marketing company that has been experiencing decreased productivity and low morale. The group is made up of individuals with different backgrounds, objectives, and work styles.

Describe your strategy for motivating and inspiring the team, including how you would recognize motivating factors, comprehend team dynamics, and establish a supportive and stimulating work environment. **[10]**

Question 7

Assume the role of a new recruiter at a developing tech company that is adding personnel to its software development department.

Explain about the five essential procedures you would use to choose applicants for this Senior Software Engineer position. **[10]**

Question 8

Analyse the possible effects of presentism versus absenteeism in the workplace using your evaluation abilities. **[10]**

Question 9

Consider that you have recently been promoted to the position of Organizational Development Manager at a mid-sized manufacturing company that is having trouble with antiquated procedures and a lack of teamwork. The leadership of the organization has determined that in order to increase productivity and collaboration, a culture shift is required.

Describe the steps you would take to evaluate the current culture, establish the ideal culture, involve and align staff, and track progress in your implementation strategy for the cultural change. **[10]**

[Section B Total Marks: 90]

End of examination

TOTAL: 100