



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**

**DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES**

<b>QUALIFICATION : BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION</b>	
<b>QUALIFICATION CODE: 07BBIA</b>	<b>LEVEL: 7</b>
<b>COURSE CODE: AMM721S</b>	<b>COURSE NAME: ADMINISTRATIVE MANAGEMENT 3</b>
<b>SESSION: NOVEMBER 2023</b>	<b>PAPER: THEORY (PAPER 1)</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>1<sup>st</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER:</b>	<b>Dr. N. ANGULA</b>
<b>MODERATOR:</b>	<b>Mr. Eugene A. Zealand</b>

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. Answer ALL the questions.</li><li>2. Read all the questions carefully before answering.</li><li>3. Number the answers clearly</li></ol>

**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 The process in which a person exerts influence over other people by inspiring them, motivating them and guiding their activities to help achieve the organisation's goals:
- A. Leadership
  - B. Motivation
  - C. Self confidence
  - D. Honesty and Integrity
- 1.2 What is the characteristic of a leader:
- A. Factors influence.
  - B. Power
  - C. Authority
  - D. Decision-making capabilities
- 1.3 This form of power is granted through the organisation's hierarchy it's defined by the organisation according to the position that is held by an individual:
- A. Expert power
  - B. Coercive power
  - C. Legitimate power
  - D. Reward power
- 1.4 The Zone of indifference is a framework that was developed by:
- A. Burke Collins
  - B. Chester Barnard
  - C. Malcolm Paulus
  - D. Hartley Tomas

- 1.5 \_\_\_\_\_ is a complex concept it can be approached from different perspectives or development in thought:
- A. Management
  - B. Motivation
  - C. Human resource management
  - D. The bureaucratic approach
- 1.6 A management philosophy for a customer-focused organisation that involves all employees in continuous improvement:
- A. Six Sigma
  - B. Factual approach
  - C. Total quality management
  - D. Process approach
- 1.7 A force that guides or activates an individual's behaviours towards a certain aim:
- A. Motivation
  - B. Management
  - C. Six Sigma
  - D. Leadership
- 1.8 How we call the process through which the human resources need of an organisation are determined, and sufficient employees are secured to address those needs:
- A. Recruitment
  - B. Staffing
  - C. Screening
  - D. Selection
- 1.9 What does the abbreviation SWOT stand for:
- A. Strong Weakness Opportunities and Threats
  - B. Strength Weakness Opportunities and Throats
  - C. Strengths, Weaknesses, Opportunities and Threats.
  - D. Strength, Weakness, Opportunities and Thrown

1.10 The process of proactively aligning the organisation's resources (internal environment) with threats and opportunities caused by changes in the external environment:

- 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**

A leader is responsible for guiding, managing, and overseeing others.

Assume you are the Team Leader in your organisation. **Discuss** the concept and practise of leadership in your organisation. **[10]**

**Question 2**

Management theories play a vital role in any organisation. **State** and **describe** the (5) management theories that are applicable in an organisation. **[10]**

**Question 3**

Leadership is essential in every organisation. **Identify** and **describe** the (5) most common leadership attributes of a leader. **[10]**

**Question 4**

Motivation theory is the study of what motivates a person to work towards a specific goal or end.

**Explain** why motivation theories is important in an organisation using examples. **[10]**

**Question 5**

Management change is critical in organisational techniques.

**Outline** and **describe** the (5) importance of change management techniques to effectively manage change in an organisation. **[10]**

**Question 6**

A team is made up of individuals who work together on specialised activities to achieve similar goals and objectives.

**Identify** and **explain** (5) types of teams found in an organisation. **[10]**

**Question 7**

The most crucial aspect of every organisation is its ethics. With the use of examples, **describe** (5) importance of ethics in modern industry, and an appreciation of cultural diversity in organisations. [10]

**Question 8**

Corporate responsibility is essential in the initial centuries of any organisation. [10]

**Identify** (5) and **explain** why corporate social responsibility in modern industry important.

**Question 9**

Namibia has a diversified market with people from various ethnic backgrounds.

**Explain** the process of creating teams in a diverse market like Namibia. [10]

[Section B Total Marks: 90]

End of examination

<b>TOTAL: 100</b>
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