



# NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY

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

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| <b>QUALIFICATION:</b> Bachelor of Business and Information Administration |                             |
| <b>QUALIFICATION CODE:</b> 07BBIA   | <b>LEVEL:</b> 6             |
| <b>COURSE:</b> Administrative Management 2B                               | <b>COURSE CODE:</b> AMM621S |
| <b>DATE:</b> November 2023  | <b>SESSION:</b> Paper 1     |
| <b>DURATION:</b> 2 Hours  | <b>MARKS:</b> 100           |

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| <b>1<sup>ST</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b> |                  |
| <b>Examiner:</b>   | Ms. P. Witbeen   |
| <b>Moderator:</b>  | 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. Write clearly and neatly.
4. Number the answers clearly.
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 \_\_\_\_\_ is the process of designing or arranging workplaces and work systems so that they fit the people who use them.
- A. Ventilation
  - B. Ergonomics
  - C. Acoustics
  - D. Air quality
- 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 Indicate to which interdependence type is referred to, when the output of one unit becomes the input of the next unit. Therefore, the first second unit is directly dependent upon the resources/output of the first unit.
- A. Pooled interdependence
  - B. Reciprocal interdependence
  - C. Scheduled interdependence
  - D. Sequential interdependence
- 1.4 The administrative function is concerned with ensuring that various components that make up the administrative system work together as a system:
- A. Coordinating
  - B. POSDCORB
  - C. Directing
  - D. Organising

- 1.5 Indicate to which concept is referred to, when Ms. Husselman, the HR Manager at AB Company is showing favouritism and is only hiring family and friends.
- A. Discrimination
  - B. Selection
  - C. Recruitment
  - D. Nepotism
- 1.6 Of the four quadrants in Covey's Time Management Matrix, which one contains long term goals like studying?
- A. Urgent and important
  - B. Not urgent and important
  - C. Urgent and not important
  - D. Not urgent and not important
- 1.7 Which of the following is not a disadvantage of private or cellular offices?
- A. There may be difficulty in supervising employees.
  - B. Communication may be impeded.
  - C. Changing the layout.
  - D. None of the above
- 1.8 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.
- 1.9 When home/virtual workers gather at open plan meeting rooms to encourage spontaneous get-togethers. This is known as:
- A. Commons
  - B. Guesting
  - C. Hotdesking
  - D. Cottaging

- 1.10 This form of power is based on the belief that as a society we are more inclined to do things well when we are getting something in return for this:
- A. Referent Power
  - B. Coercive Power
  - C. Reward Power
  - D. Legitimate Power

**QUESTION 2**

**MARKS [20]**

Answer the following questions:

- 2.1 Discuss the two sources of authority. [4]
- 2.2 List any four areas of discrimination that you should avoid as an Administrative Manager. [4]
- 2.3 Discuss the three types of interdependence of systems in an organisation. [6]
- 2.4 Discuss any three factors that influence the potential success or failure of an event. [6]

**QUESTION 3**

**MARKS [20]**

Answer the following questions:

- 3.1 Define productivity. [2]
- 3.2 Discuss two advantages and disadvantages of using an internal recruitment as a staffing approach. [8]
- 3.3 Discuss five reasons why managers may fail to delegate. [10]

**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]**

As an Administrative Manager/Officer, you will be responsible for event management. An event can be said to be a public assembly for purposes such as meetings, celebrations, education, mourning, etc. Regardless of how well planned an event is, something can go wrong, and often, does go wrong. Name and discuss five (5) emergencies and eventualities that you as an event manager should be prepared for, should anything unexpected happens during one of your events.

**QUESTION 6**

Define the following terms: (2 marks each)

**[10]**

- 6.1 Sick Building Syndrome
- 6.2 Hotdesking
- 6.3 Delegation
- 6.4 Acoustics
- 6.5 Chain of Command

**QUESTION 7**

**[20]**

- 7.1 Recruiters often make a key mistake when hiring new employees. What is the mistake that recruiters often make, when hiring new employees. **[1]**
- 7.2 Departmentalisation is usually based on four approaches. Identify the four approaches on which departmentalisation is often based **[4]**
- 7.3 List four physiological reasons why people may attend an event. **[4]**
- 7.4 Examine how an events company can evaluate the success of their event. **[1]**
- 7.5 Employee relationship management is the process that a company uses to manage its relationship with its employees to support them in their jobs as office administrators to achieve the goals of their company. Identify and explain any five (5) considerations for effective employee relationship management. **[10]**

**TOTAL: 100 Marks**