



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

**DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL AND VOCATIONAL
EDUCATION AND TRAINING**

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: ADMINISTRATIVE MANAGEMENT 2B	COURSE CODE: AMM621S
DATE: NOVEMBER 2025	SESSION: PAPER 1
DURATION: 2 HOURS	MARKS: 100

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

INSTRUCTIONS	
1.	Answer ALL the questions.
2.	Read all the questions carefully before answering.
3.	Make sure your student number and question number appear on the answer script.
4.	Please ensure that your writing is legible, neat and presentable.

THIS QUESTION PAPER CONSISTS OF 6 PAGES (INCLUDING THIS FRONT PAGE)

QUESTION 1

[10 MARKS]

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

- 1.1. In the context of the POSCROB framework, planning refers to:
- A. Assigning duties and delegating authority to employees.
 - B. Defining organisational objectives and determining the actions required to achieve them.
 - C. Supervising tasks and preparing progress reports for management.
 - D. Encouraging teamwork and motivating employees to reach targets.
- 1.2. What does the acronym POSDCORB stand for in management?
- A. Planning, Organising, Staffing, Directing, Coordinating, Reporting, Budgeting
 - B. Planning, Operating, Supervising, Directing, Controlling, Reviewing, Budgeting
 - C. Planning, Organising, Supervising, Delegating, Coordinating, Reporting, Budgeting
 - D. Planning, Outsourcing, Staffing, Directing, Coordinating, Recording, Budgeting
- 1.3. Which management function involves motivating employees and influencing their activities to accomplish organisational goals?
- A. Organising
 - B. Controlling
 - C. Planning
 - D. Leading
- 1.4. The success of an event is primarily measured by:
- A. The number of people who attended the event.
 - B. Whether the event meets its stated objectives.
 - C. The amount of money spent on organising the event.
 - D. The popularity of the event on social media.

- 1.5. The concept of chain of command in an organisation clarifies:
- A. How employees are motivated and rewarded for achieving goals.
 - B. How tasks are grouped and delegated among teams.
 - C. How organisational objectives are set and plans are developed.
 - D. How instructions flow from one level to the next and how reporting moves upward through the levels.
- 1.6. Ms. Nambahu, a department manager, instructs her team on how to complete tasks, expects them to follow her directions, and has the right to enforce compliance. Which management concept is she demonstrating?
- A. Power
 - B. Delegation
 - C. Authority
 - D. Directing
- 1.7. Select the process of designing or arranging workplaces and work systems to fit the people who use them.
- A. Architecture
 - B. Ergonomics
 - C. Acoustics
 - D. Air quality
- 1.8. 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

- 1.9. Which of the following practices enables employees to assume greater responsibility and control over their jobs while enhancing opportunities for planning and decision-making?
- A. Job rotation
 - B. Job simplification
 - C. Job enrichment
 - D. Job satisfaction
- 1.10. In the context of a virtual workspace, what term is used to describe a workspace arrangement where desks are shared and used by more than one worker at different times?
- A. Caves
 - B. Commons
 - C. Guesting
 - D. Hot-desking

QUESTION 2

[18 MARKS]

Answer the following questions:

- 2.1. Define the concept of power. **(2)**
- 2.2. Power can take different forms within organisations. Identify and explain the five types of power commonly found in organisations. **(10)**
- 2.3. Explain the three types of interdependence that exist among systems within an organisation. **(6)**

QUESTION 3

[20 MARKS]

Answer the following questions.

- 3.1. Productivity entails using time and resources wisely to achieve optimal results. However, there are often factors that hinder employees from being productive. Discuss five factors that has the potential to hamper productivity within an organisation. (10)
- 3.2. Discuss three factors that influence the potential success or failure of an event. (6)
- 3.3. Departmentalisation is usually based on four main approaches. List them. (4)

QUESTION 4

[25 MARKS]

Answer the following questions.

- 4.1. As a student, spouse, colleague, or parent, you often face multiple tasks and looming deadlines.
- a) Explain five reasons why it is important to manage your time effectively in such a situation. (5)
- b) Discuss five time management techniques you would apply to remain productive, reduce stress and avoid burnout. (10)
- 4.2. Although delegation is intended to reduce managers' workloads, many managers are reluctant to delegate tasks. Discuss five reasons why managers may hesitate to delegate, despite its potential benefits. (10)

QUESTION 5

[27 MARKS]

Answer the following questions:

- 5.1. A vision statement is only considered "*good*" when it meets specific criteria. List five characteristics of a good vision statement. (5)

- 5.2. Decentralised authority gives lower-level managers and supervisors the power to make decisions and exercise initiative. Outline four advantages and four disadvantages of this approach. **(8)**
- 5.3. Open-plan office layouts are becoming increasingly popular in modern organisations. State five reasons why businesses may prefer an open-plan layout over cellular offices. **(5)**
- 5.4. Discuss two factors that could lead to poor employee relations if it is not managed effectively. **(4)**
- 5.5. Company XYZ has recently shifted to a fully virtual workspace. As a manager, identify five challenges employees might face in this virtual environment. **(5)**

THE END

TOTAL: 100 MARKS