



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: BACHELOR OF BUSINESS MANAGEMENT	
QUALIFICATION CODE: 07BBMN	LEVEL: 6
COURSE CODE: BST611S	COURSE NAME: SYSTEMS THINKING
SESSION: JULY 2022	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SUPPLEMENTARY / SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	DR. CHRIS VAN ZYL
MODERATOR:	MR. MOSES SHUUYA

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions.2. Write clearly and neatly.3. Number the answers clearly.	

PERMISSIBLE MATERIALS

1. Pens
2. Examination answer book to be provided by the invigilators

THIS QUESTION PAPER CONSISTS OF 2 PAGES (Including this front page)

QUESTION 1

Create a Systems Thinking Model that could be used to assess and advise a typical SME in the Namibian market. The objectives of using the mentioned Systems Thinking Model are to create a **high-performing, growth-orientated and sustainable** enterprise. This Systems Thinking Model could consist out of any combination of the components or sub-components of the concepts listed below. Please justify your inclusion for each of the selected components or sub-components by motivating why you are including each of them relative to the above mentioned described (highlighted) objectives.

- General Systems Theory dimensions
- Learning Disciplines
- The U-process
- Learning Organisation Characteristics
- Sustainability
- Quality Thinking

[50 marks]

QUESTION 2

Distinguish between the 10 systems archetypes according to their names, descriptions and management applications.

[30 marks]

QUESTION 3

Discuss Conti's (2006) views on "Relations and Value Exchanges".

[20 marks]

TOTAL MARKS: 100

Dr. Asa R Asa