



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

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

**DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

<b>QUALIFICATION: BACHELOR OF BUSINESS 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: JANUARY 2023</b>	<b>PAPER: PAPER 2</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>SECOND OPPORTUNITY EXAMINATION – QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	<b>DR. N. ANGULA</b>
<b>MODERATOR:</b>	<b>Mr. EA ZEALAND</b>

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

**THIS PAPER CONSISTS OF 7 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 **In management science, there are several tools that have been developed for:**
- A Market shares
  - B Broad environments
  - C Strategic planning purposes
  - D SWOT analysis
- 1.2 **Internal process: views the quality and efficiency of an organisation's performance related to the product, services, or other:**
- A Key business processes.
  - B Long term
  - C Short term
  - D Management studies
- 1.3 **The relationship between ethics and international business is extensive and is impacted by local perceptions:**
- A Employee-employer relationship
  - B Values and beliefs
  - C The ethical choice
  - D Transparency international tracks
- 1.4 **Organisations need to have all types of people around, particularly people reflective of it's:**
- A Cultural identity
  - B Dimensions of diversity
  - C Environment
  - D Immune system
- 1.5 **Reinforcement: this step is focused on ensuring that changes stay in place and that individuals don't revert to:**
- A New model
  - B Old culture
  - C New habit
  - D Old habit

- 1.6 **What results in employee absenteeism from work:**
- A Low morale
  - B Future earnings
  - C Awareness of depression
  - D Social well-being of employees
- 1.7 **The recruitment process is commonly characterised by activities such as:**
- A Organisational job vacancies
  - B The analysis of the requirements of a specific job
  - C Poor staffing practices.
  - D The process of generating a pool
- 1.8 **This theory is based on the belief that an individual's behaviour is a function of its perceived consequence:**
- A Reinforcement theory
  - B McClelland's three needs theory
  - C Expectancy theory of motivation
  - D Theory X
- 1.9 **Maslow's thesis argues that people are driven or motivated by different:**
- A Overemphasised
  - B Lack of motivation
  - C Categories of needs.
  - D Demotivated employees
- 1.10 **Is a quality program that, when all is said and done, improves your customer's experience, lowers your costs, and builds better leaders:**
- A Leadership
  - B System approach
  - C Process approach
  - D Six sigma

[10]

**Section B: Structured questions****(90 Marks)****Answer each of the following questions:****QUESTION 1**

Discuss and explain the five (5) different types of work teams found in organisations?

**(10)****QUESTION 2**

Mention any unethical business practises that you have observed in modern organisations around the world and explain them? Discuss your answer in detail.

**(10)****QUESTION 3**

Using examples, discuss the importance of managers understanding organisational management theories?

**(10)****QUESTION 4**

Your team will work better together and solve problems when there is collaboration. As a result, there is greater innovation, process efficiency, success, and communication.

Consider yourself a team leader at NUST in the department of governance and management sciences. How would you make sure your team is cohesive and functions as a unit?

**(10)****QUESTION 5**

Differentiate between leadership and management using examples ? Provide five (5) points for each.

**(10)****QUESTION 6**

NUST success depends on its ability to motivate its employees. It's the degree of dedication, zeal, and vigour that employees of NUST bring to their jobs every day.

How would you encourage the academic staff at NUST to perform at the highest level each day, assuming you were the HR manager at NUST? Discuss your answer.

**(10)**

**QUESTION 7**

Give specific examples of how and why leaders motivate their teams of employees in an organisation?

**(10)**

**QUESTION 8**

An organization's commitment to offering equal opportunity to employees is maintained by having an effective recruitment and selection policy, which also guarantees that the job's requirements are met.

Discuss five (5) steps that make up an organization's employee recruitment process?

**(10)**

**QUESTION 9**

The setting for everything that takes place within a company is thus defined by organisational culture.

Critically discuss the idea of organisational culture and the process through which it develops.

**(10)**

**[90]**

<b>TOTAL: 100</b>
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**End of examination**