



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 7
COURSE CODE: AMM721S	COURSE NAME: ADMINISTRATIVE MANAGEMENT 3
SESSION: JANUARY 2024	PAPER: THEORY (PAPER 2)
DURATION: 2 HOURS	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	Mr Eugene A. Zealand

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

THIS QUESTION PAPER CONSISTS OF 5 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 art of enlisting people to embrace a vision or goal as their own, and then inspiring and encouraging them to sustain their commitment so that by their action and initiative they turn that vision into reality:
- A. Leadership
 - B. Motivation
 - C. Legitimate power
 - D. Reward power
- 1.2 This form of power is tied to threats, and thus forces compliance by means of psychological, emotional or physical threats _____
- A. Reward power
 - B. Coercive power
 - C. Referent power
 - D. Expert power
- 1.3 The systematic and repeated behaviour by a leader, supervisor or manager that violates the legitimate interest of the organisation by undermining and/ or sabotaging the organisation's goals, tasks and resources is called:
- A. Expert leadership
 - B. Democratic leadership
 - C. Destructive leadership
 - D. Autocratic leadership
- 1.4 The conversion of inputs into outputs through managerial functions, technological operations and production activities is called:
- A. Feedback
 - B. Outputs
 - C. Inputs
 - D. Transformation processes

- 1.5 A force that guides or activates an individual's behaviours towards a certain aim is:
- A. organisational
 - B. leadership
 - C. Motivation
 - D. Management
- 1.6 This theory is based on the belief that an individual's behaviour is a function of its perceived consequences is called:
- A. Positive reinforcement
 - B. Negative reinforcement
 - C. Reinforcement theory
 - D. Expectancy theory
- 1.7 The process of generating a pool of qualified applicants for organisational job vacancies is called:
- A. Management
 - B. Motivation
 - C. Recruitment
 - D. Leadership
- 1.8 The process of preparing the new employee for work in a particular environment or organisation is known as:
- A. Recruitment
 - B. Orientation
 - C. Motivation
 - D. Market analysis
- 1.9 A set of moral principles defined by social dynamics, institutions, traditions, and existing cultural beliefs is referred to as:
- A. Ethical behaviour
 - B. Ethics
 - C. Behaviours
 - D. Values
- 1.10 The process of proactively aligning the organisation's resources (internal environment) with threats and opportunities caused by changes in the external environment is called:
- A. Motivation
 - B. Strategic management
 - C. Leadership
 - D. Management

[10 marks]

Section B: Structured questions**[90 Marks]**

Answer each of the following questions:

Questions 1

Management theories are critical in organisations and in modern industry.

Identify and **explain** (5) management theories and their application in an organisation. **[10]**

Question 2

Leadership is essential in order for an organisation to thrive and succeed.

State and **describe** (5) types of leadership style. **[10]**

Question 3

Most women in positions of leadership in organisations contribute to the growth of their country's economy. **State** and **discuss** (5) roles of women as leaders. **[10]**

Question 4

Many things influence a leader's efficacy.

Outline and **describe** (5) factors that influence the effectiveness of a leader. **[10]**

Question 5

In today's modern period, females are becoming increasingly popular in positions of leadership in many parts of the world.

State and **explain** (5) implications of having more females in a team on one's leadership style in an organisation. **[10]**

Question 6

Assume you are the administrative manager in your organisation.

Critically Discuss (5) reasons why is it necessary for the administrative manager to study the various management theories in your organisation. **[10]**

Question 7

Motivation theories are crucial in an organisation to every employee operating in a modern society.

State and discuss types of motivation theories applicable in an organisation. **[10]**

Question 8

There is a relationship between employee wellbeing and organisational performance.

Identify and discuss (5) positive impact of employee wellness on organisational performance in a modern organisation. **[10]**

Question 9

An organization's core element is its culture.

Describe the concept of organisational culture and **how** is it's formed. **[10]**

[Section B Total Marks: 90]

End of examination

TOTAL: 100
