



**PAMIBIA UNIVERSITY**  
OF SCIENCE AND TECHNOLOGY

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

**DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES**

<b>QUALIFICATION: BACHELOR OF BUSINESS AND 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 2024</b>	<b>PAPER: THEORY (PAPER 2)</b>
<b>DURATION: 2 HOURS</b>	<b>MARKS: 100</b>

<b>2<sup>nd</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
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<b>MODERATOR:</b>	<b>Mr Eugene A. Zealand</b>

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

**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**

<b>TOTAL: 100</b>
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