



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION : BACHELOR OF BUSINESS MANAGEMENT	
QUALIFICATION CODE: 07BBMN	LEVEL: 6
COURSE CODE: BST611S	COURSE NAME: SYSTEMS THINKING
SESSION: JULY 2023	PAPER: THEORY
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION	
EXAMINER(S)	Dr VUSUMUZI SIBANDA
MODERATOR:	Mr. MOSES SHUUYA

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer any FOUR (4) questions.2. Read all the questions carefully before answering.3. Number the answers clearly4. Permissible Materials: Pen and answer sheet

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

Question 1

- (a) Examine the link between systems thinking and learning organization [15 marks]
- (b) One of the characteristics of a learning organization is 'Learning Culture'. Explore this characteristic and demonstrates how it supports learning within the organization [10 marks]

Question 2

Distinguish between the 10 systems archetypes according to their names, descriptions, and management applications. [25 marks]

Question 3

With the aid of appropriate examples, demonstrate how the principles of "General Systems Theory" can be applied to improve the performance of an enterprise. [25 marks]

Question 4

- (a) Demonstrate your understanding of the U Process as it relates to systems thinking. [15 marks]
- (b) How may the U-process be used in improving the operations and performance of Namibian enterprises. [10 marks]

Question 5

Explain the 'Triple Bottom Line' concept and outline, using examples, how it can contribute to sustainability efforts in many organizations. [25 marks]

Question 6

- (a) Evaluate critically the link between systems thinking and quality thinking in the Namibian context. [15 marks]
- (b) Why is systems thinking important in quality improvement? [10 marks]