



# NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION  
DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

<b>QUALIFICATION:</b> Bachelor of Business and Information Administration	
<b>QUALIFICATION CODE:</b> 07BBIA	<b>LEVEL:</b> 6
<b>COURSE:</b> Administrative Management 2B	<b>COURSE CODE:</b> AMM621S
<b>DATE:</b> January 2024	<b>SESSION:</b> Paper 1
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

<b>2<sup>nd</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
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<b>Moderator:</b>	Ms. A. Schroeder

**THIS QUESTION PAPER CONSISTS OF 4 PAGES  
(INCLUDING THIS FRONT PAGE)**

## INSTRUCTIONS

1. Answer **ALL** the questions.
2. Read all the questions carefully before answering.
3. Write clearly and neatly.
4. Number the answers clearly.
5. Marks for each question are indicated at the end of each question.

**QUESTION 1**

**MARKS [10]**

Answer the following multiple-choice questions. Write down only the letter next to the appropriate number. For example 1.1. E

- 1.1. \_\_\_\_\_ is the ability to use one's time effectively or productively, especially at work.
- A. Productivity
  - B. Delegation
  - C. Time Management
  - D. Authority
- 1.2. The administrative function that leads to the formation of departments is known as the:
- A. Planning
  - B. Organising
  - C. Directing
  - D. Coordinating
- 1.3. The concept whereby employees periodically exchange their work assignments with others is known as:
- A. Job Rotation
  - B. Job Simplification
  - C. Job Enrichment
  - D. Job Satisfaction
- 1.4. A \_\_\_\_\_ statement captures an organisation's purpose, i.e. what it stands for.
- A. Mission
  - B. Strategy
  - C. Objectives
  - D. Vision
- 1.5. The abbreviation SMART stands for:
- A. Smart, Maximize, Activity, Reliance, Timely
  - B. Special, Main, Acoustics, Rebel, Tamely
  - C. Specific, Measurable, Achievable, Relevant, Timely
  - D. Specific, Minimum, Annual, Reliance, Timber
- 1.6. Indicate to which interdependence type is referred to, here the business units operate with very little interaction, but contribute towards a greater whole, where outputs are gathered at organisational level.
- A. Pooled interdependence
  - B. Reciprocal interdependence
  - C. Scheduled interdependence
  - D. Sequential interdependence
- 1.7. The managerial function of recruitment, selection, training, developing, promotion and compensation of personnel.
- A. Coordinating
  - B. Directing
  - C. Organising
  - D. Staffing

- 1.8. Which of the following is not a benefit of a private office?
- A. It allows for privacy and comes with better security options
  - B. There may be difficulty in supervising employees
  - C. Employees are able to customise the internal environment to suit their own needs
  - D. Reduced noise levels allow for greater concentration.
- 1.9. When home/virtual workers gather at local work centre for interaction and access to technology. This is known as:
- A. Commons
  - B. Guesting
  - C. Hotdesking
  - D. Cottaging
- 1.10. The irritations that arise when employees are in the workplace, and disappear when employees leave the work premises is known as:
- A. Musculoskeletal Disorder
  - B. Ergonomic illness
  - C. Sick building syndrome
  - D. Sinus symptoms

**QUESTION 2**

**MARKS [30]**

Answer the following questions:

- 2.1. Discuss the five forms of power available to a manager. **[10]**
- 2.2. Define delegation and discuss the five (5) principles of effective delegation. **[12]**
- 2.3. List four organisational reasons why people may attend an event. **[4]**
- 2.4. Examine two (2) advantages and disadvantages of the open plan office layout. **[4]**

**QUESTION 3**

Define the following terms: (2 marks each)

**[10]**

- 3.1. Leading
- 3.2. Ergonomics
- 3.3. Authority
- 3.4. Nepotism
- 3.5. Planning

**QUESTION 4****[30]**

- 4.1. Departmentalisation is usually based on four approaches. Discuss the departmentalisation by function and product or service in detail including two advantages and disadvantages of each approach. **[12]**
- 4.2 The outbreak of COVID-19 brought the whole world to a standstill during 2020. Many businesses worldwide had to close their doors in order to contain the spread of the virus. Consequently, many institutions had to adopt the concept of virtual office space. Define the concept of virtual office space and discuss three (3) advantages and disadvantages thereof. **[8]**
- 4.3 Productivity in a workplace can be defined as the efficiency of a person, system, or process in converting inputs into useful outputs. Discuss any five (5) factors that has the potential to hamper productivity within an organisation. **[10]**

**QUESTION 5****[20]**

- 5.1. *"If you fail to plan, you are planning to fail"*. Explain what is meant this statement. **[2]**
- 5.2. Explain the two key issues that are clarified by the chain of command. **[2]**
- 5.3. Authority may manifest itself as either centralised or decentralised authority. Differentiate between centralised authority and decentralised authority. **[4]**
- 5.4. A vision statement is the dream that drives the operations of an organisation. Thus, it is imperative that a good vision statement contain certain characteristics. List the six (6) characteristics of a good vision statement. **[6]**
- 5.5. Distinguish the key characteristic between leadership and management. **[2]**
- 5.6. Time management is an essential skill to your personal and career success. Discuss the benefits of effective time management skills. **[4]**

**TOTAL: 100 Marks**

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The End