



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business & Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE: Administrative Management 1B	COURSE CODE: AMM521S
DATE: November 2022	PAPER: Theory
DURATION: 2 Hours	MARKS: 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER	MS A SCHROEDER (Full-time & Distance)
MODERATOR:	DR N ANGULA

INSTRUCTIONS
a) Answer ALL the questions, b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper.

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

QUESTION 1

(20)

Choose the letter from the options that best completes the sentence or provides the answer to the question.

- 1.1 Which of the following is an example of nonverbal communication?
A. Nodding your head in agreement
B. Making an external telephone call
C. Talking face to face to a colleague
D. Sending a message via e-mail
E. None of the above
- 1.2 _____ is defined as any factor or issues that interfere with the transmission of the message.
A. Sender
B. Receiver
C. Medium
D. Channel
E. Barrier
- 1.3 What is an economic problem very nation has?
A. The problem of meeting everyone's needs
B. Not having a large enough population
C. Having a huge population
D. Not having enough resources
E. Having too many resources
- 1.4 _____ refers to the conduct by government officials of relations and negotiations between states.
A. Deportment
B. Patriotism
C. Diplomacy
D. Emblem
E. None of the above
- 1.5 The sequential hierarchy of importance refers to:
A. Diplomacy
B. Deportment
C. Order of precedence
D. Patriotism
E. None of the above
- 1.6 _____ refers to possibility that something bad will occur, or the chance of loss, injury or the creation of a hazard.
A. Insurance
B. Scarcity
C. Risk
D. Risk management
E. None of the above

- 1.7 A document that gives the full details of the travel arrangements is a(n):
A. Agenda
B. Resume
C. Vaccination card
D. Itinerary
E. Immigration card
- 1.8 A close corporation usually has:
A. 2-20 members
B. 1-50 members
C. 7 or more members
D. 1-10 members
E. 20 members
- 1.9 The free baggage allowed per passenger when travelling with super business class is:
A. 50 kg
B. 40 kg
C. 30 kg
D. 20 kg
E. 10 kg
- 1.10 _____ are passports that are issued to top ranking government officials, and they are in a maroon colour covering.
A. US passport
B. Diplomatic passport
C. South African passport
D. Foreign passport
E. Namibian Passport

QUESTION 2

[20]

- 2.1 Various categories of communication channels exist within an organisation. Name and discuss the three (3) directions of formal communication channels and illustrate with appropriate examples. **(6)**
- 2.2 Distinguish between internal written communication and external written communication and provide suitable examples. **(4)**
- 2.3 Matthew Clark wants to start a business and comes to you for advice on how to go about it. He just knows he wants to do business; beyond that he has no idea what to do. You as an Administrative Management student have a better understanding of what one needs to engage in a business. Name and discuss with Matthew the five (5) factors of production that are the inputs available to supply goods and services in an economy. **(10)**

QUESTION 3**[20]**

- 3.1 Countries may opt to practice one of the four major economic systems. Namibia makes use of a market economic system. Discuss three (3) advantages and three (3) disadvantages of the market economy system. **(6)**
- 3.2 Discuss five (5) characteristics of the communist economic system. **(5)**
- 3.3 National symbols are very important in the promotion of national identity of a country. List any four (4) common official national symbols. **(4)**
- 3.4 The order of precedence is concerned with ensuring that such seniority is observed where it is due. Discuss five ways where the order of precedence can be practice when people gather. **(5)**

QUESTION 4**[20]**

- 4.1 Mario Shilongo wants to start his own sole trader named Mario's Barber Shop in the area where he resides. He has learned that you are an Administrative Management 1B student at NUST and wants to find out from you what are the five (5) disadvantages of starting a sole trader. **(10)**
- 4.2 Define the concept an "Entrepreneur" and illustrate with a suitable example. **(10)**

QUESTION 5**[20]**

You work at Telecom Namibia and your manager is Prof S Nambira. He has informed you that he has been selected as part of a delegation of ten members which will be hosting an international delegation of VIP's from the University of Helsinki in Finland. As his Personal Assistant you must see to it that all the necessary arrangements for example booking of accommodation, car rentals, flight bookings etc are done well in advance. Answer the questions that follow based on the scenario given. Date of arrival is 15 November 2022 at 18:00, Departure 25 November 2022 at 12:30. Delegation will be staying at the Hilton hotel while in Windhoek and at the Strand Hotel while in Swakopmund.

- 5.1 Distinguish clearly in a table form the differences between domestic travel and international travel. **(6)**
- 5.2 As Prof S Nambira's personal assistant, discuss what any five (5) of your responsibilities will be during your manager's absence. **(10)**
- 5.3 Discuss the concept a "travel agent" and indicate what type of assistance or service do they provide to travellers. **(4)**