



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF MANAGEMENT

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| QUALIFICATION: Bachelor of Business & Information Administration | |
| QUALIFICATION CODE: 07BBIA | LEVEL: 5 |
| COURSE: Administrative Management 1A | COURSE CODE: AMM511S |
| DATE: June 2022 | SESSION: 1 |
| DURATION: 2 Hours | MARKS: 100 |

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| 1st OPPORTUNITY EXAMINATION QUESTION PAPER | |
| EXAMINER | MS A SCHROEDER |
| MODERATOR: | DR N ANGULA |

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| 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 6 PAGES
(INCLUDING THIS FRONT PAGE)

QUESTION 1

[20]

Identify the letter of the choice that best completes the statement or answers the question.

- 1.1 ____ concentrates on the present; it defines the customer(s) critical processes, and it informs you about the desired level of performance.
- A. Mission statement
 - B. Vision statement
 - C. Income statement
 - D. Cash flow statement
 - E. Value statement
- 1.2 Putting an activity off till later which should be done now.
- A. Reputation
 - B. Self awareness
 - C. Tact
 - D. Initiative
 - E. Procrastinate
- 1.3 A filing method in which files are arranged according to their geographic location.
- A. Chronological filing
 - B. Subject filing
 - C. Alpha-numerical
 - D. Numerical filing
 - E. None of the above
- 1.4 The _____ is a financial document that shows the income, expenses and profit or loss of an organisation for a given period.
- A. Income statement
 - B. Balance sheet
 - C. Credit statement
 - D. Cash flow statement
 - E. Debit statement
- 1.5 Matthew manages a mobile phone retail store. He has set a specific sales goal for his team to achieve by the end of the month. Matthew created a detailed action plan to help reach their sales goals. Which managerial function has Matthew performed?
- A. Staffing
 - B. Organising
 - C. Planning
 - D. Coordinating
 - E. Controlling
- 1.6 Training that allows the participants to act out the way they would handle a specific situation.
- A. On-the-job training
 - B. Apprenticeship
 - C. Cross-training
 - D. Role play
 - E. Vestibule training

- 1.7 This seating style is very popular and practical for workshops as it allows the facilitator to interact with the delegates in a relaxed way.
- A. Boardroom style
 - B. Banquet style
 - C. Theatre style
 - D. U-shape style
 - E. Classroom style
- 1.8 This type of customer does not have a particular item to buy but come into the store to browse.
- A. Loyal customer
 - B. Impulse customer
 - C. Need -based customer
 - D. Wandering customer
 - E. Classroom style
- 1.9 _____ refers to the minimum number of members of an assembly or society that must be present at any of its meetings to make the proceedings of that meeting valid.
- A. Agenda
 - B. Minutes
 - C. Proxy
 - D. Chairman
 - E. Quorum
- 1.10 _____ refers to the learning opportunities designed to help employees grow.
- A. Training
 - B. Education
 - C. Development
 - D. Promotion
 - E. Performance appraisals

(10)

Match each description from Column A with the most suitable term in Column B. Write down only the letter from Column B next to the number in Column A. e.g. 1.1 K

| | COLUMN A | | COLUMN B |
|------|---|---|------------------------|
| 1.11 | An organisation's structure is a means to help management achieve its objectives. | A | Bureaucratic structure |
| 1.12 | A gathering of human beings, generally lasting from a few hours to a few days, and designed to celebrate, honour, sell, teach about, or observe human endeavours. | B | Sponsorship |
| 1.13 | This refers to a person who is responsible for bringing together all the event participants to ensure that they are working towards the same goal. | C | Ethics |
| 1.14 | A platform where organisations showcase their products and services. | D | Strategy |
| 1.15 | An organisational structure which is characterised by highly routine operating tasks achieved through specialisation and has formal rules and regulations. | E | Seminar |
| 1.16 | Involves establishing performance standards and monitoring the output of employees to ensure each employee's performance meets those standards. | F | Matrix structure |
| 1.17 | A form of marketing in which a corporation pays for all or some of the costs associated with a project or programme in exchange for recognition. | G | Organising |
| 1.18 | A plan or initial event design or suggestion that is presented to a person or group of people to consider. | H | Event Manager |
| 1.19 | _____ are there to provide constant positive media coverage of an event. | I | Proposal |
| 1.20 | Refers to the overall management of the risk strategy of the event, ranging from risks analysis to compiling an incident report. | J | Risk evaluation |
| | | K | Controlling |
| | | L | Exhibition |
| | | M | Media sponsor |
| | | N | Special event |
| | | O | Event Co-ordinator |
| | | P | Risk Management |

(10)

QUESTION 2

[20]

- 2.1 Various types of planning are being done at various levels in an organisational structure. Name and discuss three (3) types of planning that are being done within an organisation. (9)
- 2.2 Management consists of five functions. Discuss "staffing/human resources management" as one of these functions. (5)
- 2.3 One of your relatives, Romario Shikongo has heard that you are now a NUST student doing Administrative Management 1A. He has consulted you for advice about the options of catering management for his upcoming birthday party. Advise Romario Shikongo on the difference between a "buffet" and a "platted meal" and discuss one benefit of each as two of the menu categories he can choose from. (6)

QUESTION 3

[20]

- 3.1 Mahony (2015) defines “meetings as the coming together of two or more people with a common intent or purpose with a view of business transaction” Distinguish between “formal meetings” and “informal meetings” and illustrate the differences with suitable examples. (4)
- 3.2 Employees spend a lot of time by attending various types of meetings. As a future Officer Manager discuss the steps/procedures that you need to follow when planning and coordinating formal meetings. (8)
- 3.3 Businesses have the option to choose from various organisational structures. Discuss a “simple organisational structure” as one of these options available. (3)
- 3.4 Discuss “planning” as one of the functions of management. (3)
- 3.5 Discuss “banquet seating” as one of the seating options available of which event companies may choose from. (2)

QUESTION 4

[20]

- 4.1 You have been working as a Personal Assistant to the CEO at Multichoice Namibia. The business has expended tremendously, and they have appointed an Administrative Assistant recently. You must give her an induction on who is allowed access to the premises. Discuss three different ways organisations can use to control who enters their premises and to ensure that no unauthorised visitors enter their location. (6)
- 4.2 Managers are required to fulfil certain roles within an organisation. Identify the four (4) roles a manager must exercise in the decisional category. (4)
- 4.3 In a table form discuss the activities that are being carried out in each of these roles mentioned in 4.2. (4)
- 4.4 Define the following terms and illustrate with examples.
- 4.4.1 Need based customer (3)
- 4.4.2 Budget (3)

QUESTION 5

[20]

- 5.1 You are an Administrative Management 1A student at NUST and have learned about different concepts in class. Explain to a new employee that has started to work at Telecom Namibia what is the difference between a “promotion” and a “transfer” and give appropriate examples. **(4)**
- 5.2 Companies spend a lot of money monthly on telephone calls. Discuss how organisations can control the use of telephones of their employees. **(6)**
- 5.3 As a NUST graduate you started your own events company called Dream Team Events. Your business has won the tender to organise a gala dinner on 13 July 2022 for 150 VIP guests at the Windhoek Country Club Hotel & Casino. Discuss the different aspects you will need to look at to make a success of the event? Elaborate on each aspect. **(10)**

THE END