



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND SCIENCES AND MANAGEMENT SCIENCE

| | |
|---|--|
| QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION | |
| QUALIFICATION CODE: 07BBIA | LEVEL: 5 |
| COURSE CODE: AMM511S | COURSE NAME: ADMINISTRATIVE MGT. 1A |
| SESSION: JULY 2023 | PAPER: THEORY (PAPER 2) |
| DURATION: 2 HOURS | MARKS: 100 |

| SECOND OPPORTUNITY EXAMINATION QUESTION PAPER | |
|--|----------------------|
| EXAMINER(S) | Ms. A. SCHROEDER |
| MODERATOR: | DR. A. ANGULA |

| INSTRUCTIONS |
|---|
| <ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Number answers according to the numbering structure provided in the question paper. |

THIS QUESTION PAPER CONSISTS OF 5 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 Abel Shikongo is appointed as a Teller at FNB in Windhoek. He has requested to be moved from the FNB main branch to FNB Katutura branch where a Teller position has opened. This move refers to a:
- A. Promotion
 - B. Performance appraisal
 - C. Transfer
 - D. Training
 - E. Development
- 1.2 Select the event format where numerous businesses showcases their products and services with the aim of attracting more customers.
- A. Convention
 - B. Seminar
 - C. Congress
 - D. Exhibition
 - E. Conference
- 1.3 Refers to the rules of behaviour based on ideas about what is morally good and bad.
- A. Professionalism
 - B. Proposal
 - C. Ethics
 - D. None of the above
 - E. All the above
- 1.4 A person, employed by a large organisation, who is responsible for bringing together all the event participants to ensure that they are working towards the same goal.
- A. Event Planner
 - B. Event Producer
 - C. Event Manager
 - D. Event Coordinator
 - E. None of the above
- 1.5 Indicate to which filing method are referred to when the debtor's clerk in the finance department files according to topics for example invoices, suppliers, credits and debtors.
- A. Alphabetical filing
 - B. Numerical filing
 - C. Geographic filing
 - D. Subject filing
 - E. Chronological filing
-
-

- 1.6 The acronym PAIR used to deal with a justified customer complaint stand for:
- A. Pleasant, Acceptable, Inspired & Remote
 - B. Power, Attractive, Initiative & Reaction
 - C. Personal, Attentive, Instruction & Reliable
 - D. Plain, Adoptive, Innovative & Resilient
 - E. Placate, Attend, Investigate & Resolve
- 1.7 A telephone call made outside a defined local area, usually to another town/city.
- A. Local call
 - B. Trunk call
 - C. International call
 - D. Collect call
 - E. None of the above
- 1.8 Select the option/s where individuals are not permitted to use cellular phones.
- A. In an aero plane
 - B. Banks
 - C. At fuelling stations
 - D. Any place where there are signs posted forbidding individuals to use their cell phones
 - E. All the above
- 1.9 Selections an options of customer service ratings used in online surveys.
- A. Excellent
 - B. Great
 - C. Good
 - D. Poor
 - E. Any of the above
- 1.10 Rosy Simataa only visits Edgars when she sees their red hanger specials on social media. Which type of customer is Rosy?
- A. Wandering customer
 - B. Loyal customer
 - C. Need based customer
 - D. Discount customer
 - E. Impulsive customer

QUESTION 2

[20]

- 2.1 Various types of planning are being done at different levels in an organisational structure. Name and discuss three (3) types of planning that a company's management are involved in an organisation. **(10)**
- 2.2 Managers find it easier to decide what course of action to take if they can identify the level at which an ethical dilemma appears. Discuss code of ethics and explain any four (4) levels of ethical decision making with suitable examples. **(10)**

QUESTION 3

[20]

- 3.1 As a 1st year Administration Management student, you started your own events company called Tino's Events. Your business has won the tender at Nampower to organise a team-building activity for fifty employees on 25 November 2023 at Heja Lodge. Name and discuss the different aspects you will need to look at to make a success of this event? Name and discuss each aspect. **(10)**
- 3.2 Mr Simon Tulonga works as a Personal Assistant to the CEO's at the Namibia Qualifications Authority (NQA). He likes to listen to Kosmos radio while working and there is a construction site nearby which sometimes causes a lot of noise.
- His manager Ms Roseline Eises has asked him to schedule a face-to-face meeting inviting all the staff members in the Human Resources Department. He has written an e-mail notification to the HR staff members inviting them to the scheduled meeting for Friday, 16 June 2023 in the NQA boardroom at 10:30. He has also share the agenda that will be discussed. Name and explain any five (5) elements of the communication process in this scenario. **(10)**

QUESTION 4

[20]

- 4.1 Practicing good customers service is essential for all businesses. Name and discuss five (5) reasons why customers complain about the products of services of some businesses. **(10)**
- 4.2 Training is the process of providing individuals with an organised series of experiences and materials that involve opportunities to learn. Discuss “apprenticeship” and “cross training” as two types of training that organisation can make use of. **(6)**
- 4.3 Distinguish between on-site catering and off-site catering as the two options available for organising of events. **(4)**

QUESTION 5

[20]

- 5.1 Management Assistant’s deals with numerous types of calls which may range from incoming, outgoing and international calls daily. Discuss five (5) tips that the Management Assistant should remember when making international calls. **(10)**
- 5.2 Companies spend a lot of money monthly on telephone calls. Discuss which measures can organisations implement to control their employees telephone usage. **(6)**
- 5.3 Explain the term “petty cash” in detail. **(4)**