QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION

QUALIFICATION CODE: 07BBIA  LEVEL: 5

COURSE CODE: AMM521S  COURSE NAME: ADMINISTRATIVE MANAGEMENT 1B

SESSION: JANUARY 2018  PAPER: 1

DURATION: 2 HOURS  MARKS: 100

SECOND OPPORTUNITY QUESTION PAPER

EXAMINER(S)  MR G KAISARA
MS A SCHROEDER

MODERATOR:  MR DDJ FREDERICKS

INSTRUCTIONS

1. Answer ALL the questions.
2. Write clearly and neatly.
3. Number the answers clearly.

THIS QUESTION PAPER CONSISTS OF 3 PAGES (Including this front page)
Question 1 - Short Questions [12 Marks]

1.1 Define noise in the context of communication (2)

1.2 This form of business/enterprise can only be formed by natural persons (2)

1.3 ...... is an organisation that exists to promote social good or a cause rather than for making profit. (2)

1.4 Define itinerary. (2)

1.5 You travel to Botswana on a business trip. Mention any two international currencies you might carry, and why? (4)

Question 2 [30 Marks]

2.1 Differentiate business travel from tourism. (4)

2.2 After you have identified a risk, what three options are available to you in terms of handling that risk? (6)

2.3 Briefly discuss the 6 steps involved in the risk management process. (12)

2.4 What mainly differentiates one economic system from another? (2)

2.5 Discuss any two (2) issues you would consider before travelling overseas. (2)

2.6 List any four (4) ways to reduce jetlag. (4)

Question 3 [34 Marks]

3.1 How would you ascertain if communication has been effective? (2)

3.2 Identify and discuss any barriers to effective communication. (10)

3.3 Give any two (2) rules governing the use of flags. (4)

3.4 What is the importance of national symbols in a country? (4)

3.5 One of the primary documents for international travel is the passport. When travelling internationally, you might need a visa in addition to a passport. Distinguish between the passport and the visa as travel documents. (4)

3.6 Report writing is a very real part of organisational communication. Briefly discuss the five (5) principles of report writing. (10)
Question 4

4.1 Jane is visiting China for the first time. As a first time visitor, suggest to her five (5) guidelines that she should remember to avoid causing offence to her hosts. (10)

4.2 Differentiate between a private and public company. Give five (5) differences. (10)

4.3 As an expert on economic, recommend an economic system which could be best to tackle Namibia's economic problems. Defend your recommendation. (4)