



**NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF MANAGEMENT SCIENCES**

**DEPARTMENT OF MANAGEMENT**

<b>QUALIFICATION:</b> Bachelor of Business and Information Administration	
<b>QUALIFICATION CODE:</b> 07BBIA	<b>LEVEL:</b> 5
<b>COURSE CODE:</b> AMM521S	<b>COURSE NAME:</b> Administrative Management 1B
<b>SESSION:</b> January 2020	<b>PAPER:</b> 1
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

<b>SECOND OPPORTUNITY/ SUPPLEMENTARY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Ms A Schroeder
<b>MODERATOR:</b>	Mr DDJ Fredericks

<b>INSTRUCTIONS</b>
<ol style="list-style-type: none"><li>1. You have to answer ALL five (5) questions.</li><li>2. Read questions carefully before answering.</li><li>3. Please number your answers clearly.</li><li>4. Make sure your student number appears on the answering script.</li></ol>

**PERMISSIBLE MATERIALS**

1. Examination paper.
2. Examination script.

**THIS QUESTION PAPER CONSISTS OF 5 PAGES** (Including this front page)

**QUESTION 1**

**[20]**

- 1.1 The tribe rely on hunting and farming for food. The boy knew he would be a farmer just like his dad had been. What kind of economic system does this describe?
- a) Mixed economy
  - b) Communist economy
  - c) Traditional economy
  - d) Market economy
  - e) None of the above
- 1.2 \_\_\_\_\_ represents how much of a product the market can offer.
- a) Demand
  - b) Supply
  - c) Equilibrium
  - d) Quantity
  - e) Price
- 1.3 The monetary value of all goods and services produced in a specific country/area within a certain time period.
- a) Monopoly
  - b) Dovetail
  - c) GDP
  - d) Risk
  - e) Risk management
- 1.4 FNB Insurance Brokers Namibia (Pty) Ltd is an example of a:
- a) Sole Trader
  - b) Partnership
  - c) Public company
  - d) Private company
  - e) Close corporation
- 1.5 Deloitte and Touche is an example of a:
- a) Sole Trader
  - b) Partnership
  - c) Public company
  - d) Private company
  - e) Close corporation
- 1.6 Tool Centre Windhoek CC is an example of a:
- a) Sole Trader
  - b) Partnership
  - c) Public company
  - d) Private company
  - e) Close corporation

- 1.7 This is an official government document that certifies the identity and citizenship of an individual and grants the person permission to travel abroad.
- Visa
  - Foreign currency
  - Travel agent
  - Itinerary
  - Passport
- 1.8 \_\_\_\_\_ refers to the correct norms of conduct that should be followed during official engagements in state or diplomatic interactions.
- Protocol
  - Department
  - Order of precedence
  - Coat of arms
  - Etiquette
- 1.9 A close corporation usually has:
- 2-20 members
  - 1-50 members
  - 7 or more members
  - 1-10 members
  - None of the above
- 1.10 GMT stands for
- Gospel Mean Time
  - Green Mediterranean Time
  - Greece Mean Time
  - Greenwich Mean Time
  - Generic Mean Time

(10)

It is very vital that Management Assistants are familiar with different currencies used across the world. Match the suitable currencies from the box underneath with a specific country in column B. Insert only the appropriate letter next to the number. (10)

a) Swiss franc (b) Brazilian real (c) US Dollar (d) Pula  
 (e) European Euro (f) Naira (g) Rouble h) Canadian dollar i) Egyptian pound

	<b>Colum A</b>	<b>Colum B</b>
	<b>Currency</b>	<b>Country</b>
1.11		Nederland
1.12		Nigeria
1.13		Botswana
1.14		Finland
1.15		United States
1.16		Egypt
1.17		Canada
1.18		Switzerland
1.19		Brazil
1.20		Russia

**QUESTION 2**

**[20]**

- 2.1 Define the “communication process” and illustrate with examples. (5)
- 2.2 Various forms of ownership of businesses exist. A relative of yours would like to start his own business. Advise your relative on the following:
- a) Define a partnership. (3)
  - b) Discuss five (5) features/characteristics of a close corporation. (5)
  - c) List five (5) disadvantages of a sole proprietor. (5)
- 2.3 Explain the term “unlimited liability” and state which type of business has unlimited liability. (2)

**QUESTION 3**

**[20]**

- 3.1 Maslow’s hierarchy of needs are very popular and well-studied. Name and discuss Maslow’s hierarchy of needs and illustrate further in a diagram how human needs influence human behaviour. (10)
- 3.2 One of the responsibilities of a Management Assistants to do introductions of clients and business people. Discuss how he/she can go about when making introductions. (5)
- 3.3 Define the following terms and illustrate with examples:
- 3.3.1 Entrepreneur (3)
  - 3.3.2 Quaternary sector (2)

**QUESTION 4**

**[20]**

- In table form differentiate between a private and public company by distinguishing between their 4.1 name 4.2 management 4.3 stock exchange 4.4 capital. (8)
- 4.5 Namibia and in many African countries are home to various and distinct cultures. Discuss four (4) points/tips of traditional order of precedence that should be kept in mind when dealing with traditional groups. (8)
- 4.6 Various types of economic systems exist and can be practiced. Distinguish between a mix economic system and a communist economic system. (4)

**QUESTION 5**

**[20]**

Your manager, Prof Victor Somosu, is planning to go on a trip to Dubai and you, as his Personal Assistant must see to it that all the necessary arrangements are done well in advance.

- 5.1 Distinguish between three different documents that your manager will need before his trip to Dubai. **(6)**
- 5.2 Personal Assistants are required to do the planning of an overseas trip well in advance to ensure that the trip is a success. Discuss four of your responsibilities as his Personal Assistant before your manager goes on the trip. **(4)**
- 5.3 Travellers have the option to choose from different seating classifications settings. Distinguish in table form between business class and economy class seating's settings. **(8)**
- 5.4 Management Assistants needs to be familiar with the terminology used when organising and planning a business trip for your manager. Define the following term "International travel" **(2)**