



PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: Bachelor of Business and Information Administration	
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COURSE CODE: AMM521S	COURSE NAME: Administrative Management 1B
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DURATION: 2 Hours	MARKS: 100

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	Mr DDJ Fredericks

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

PERMISSIBLE MATERIALS

1. Examination paper.
2. Examination script.

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

QUESTION 1

10 x 2 = [20]

Choose the correct option and write symbol next to the question number.

- 1.1 An informal and unstructured communication channel that cuts across formal channels of communication is called:
- a) upward communication
 - b) horizontal communication
 - c) downward communication
 - d) sideways communication
 - e) the grapevine
- 1.2 _____ is defined as any factor or issues that interfere with the transmission of the message.
- a) Verbal communication
 - b) Noise
 - c) Non-verbal communication
 - d) Internal communication
 - e) External communication
- 1.3 The point where supply and demand meet are called the _____.
- a) Correlation
 - b) Equilibrium
 - c) Etymology
 - d) Labour
 - e) Gravitare
- 1.4 The market economy is also known as:
- a) Command economy
 - b) Mixed economy
 - c) Traditional economy
 - d) Capitalist economy
 - e) Communist economy
- 1.5 _____ refers to the fundamental challenge faced by all individual and societies where we have needs and face limitations and challenges in our pursuit of satisfying our needs
- a) Self-actualization
 - b) Factors of production
 - c) Hierarchy of needs
 - d) Economic structure
 - e) Scarcity
- 1.6 A public company usually has:
- a) 2-20 members
 - b) 1-50 members
 - c) 7 or more members
 - d) 1-10 members
 - e) None of the above

- 1.7 The sequential hierarchy of importance refers to:
 a) Diplomacy
 b) Department
 c) Order of precedence
 d) Patriotism
 e) None of the above
- 1.8 _____ 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
- 1.9 Competition occurs if _____
 a) Two or more businesses try to sell the same type of goods or services to the same customer
 b) Government agencies are the only producers of goods or services
 c) One business has the approval to sell the total production of one type of good or service
 d) One large business owns all the natural resources needed to produce a specific product
 e) None of the above
- 1.10 Currency used in Japan is:
 a) Yen
 b) Franc
 c) Pound
 d) Euro
 e) US Dollar

QUESTION 2

[20]

- 2.1 Every organisation should strive to create an environment that is conducive for the promotion of effective communication. Discuss three (3) advantages of written communication. **(3)**
- 2.2 You are the Office Administrator of the Mr Khoebeb the Manager in the Marketing section and are responsible for streamlining all external correspondence. Name and discuss three (3) guidelines that you should remember when drafting external correspondence for on behalf of your manager. **3 x 2 = (6)**
- 2.3 Various categories of communication channels exist within an organisation. Name and discuss the three directions of formal communication channels and illustrate with appropriate examples. **(6)**
- 2.4 Distinguish between internal and external communication. **(4)**

- 2.5 Feedback is one of the important components of the communication process. Discuss the importance of feedback in any business. (1)

QUESTION 3

[20]

- 3.1 Countries may opt to practice one of the four major economic systems. Define the term "traditional economy" as one of the major economic systems. (5)
- 3.2 Seblon Shipingana 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 in order to engage in a business. Briefly advise Sipiwe on any four (4) factors of production that are the inputs available to supply goods and services in an economy. (8)
- 3.3 Various types of economic systems exist and can be practiced. Discuss three (3) advantages and three (3) disadvantages of the market economy system. (6)
- 3.4 Provide another name for the communist economic system. (1)

QUESTION 4

[20]

- 4.1 National symbols are very important in the promotion of national identity of a country. Identify any four (4) common official national symbols. (4)
- 4.2 The world is constantly changing. Businesses are always coming up with new ways of doing business. Distinguish between the primary, secondary and tertiary sector of the economy. (6)
- 4.3 You work at MTC as a Personal Assistant to the CEO and your company has scheduled an official function in which a high delegation of VIP's including the President and his wife are invited. Discuss the order of precedence that you will have to keep in mind when organising this gathering. (4)
- 4.4 Human have consistently sought newer and better ways of improving their conditions around them. Distinguish between free goods and economical goods and give appropriate examples. (6)

QUESTION 5

[20]

- 5.1 Your manager, Dr Josef Munkanda, is planning to go on a trip abroad and you, as his Personal Assistant must see to all the arrangements. It is important to talk to your manager about his travel preferences. Discuss four (4) of what your duties/responsibilities will entails after your manager returns from his business trip abroad. $4 \times 2 =$ **(8)**
- 5.2 Management Assistants needs to be familiar with the terminology used when organising and planning a business trip for your manager. Define the following terms:
- a) Itinerary **(3)**
 - b) Travel agent **(3)**
- 5.3 Distinguish between three (3) advantages and three (3) disadvantages of air travel. **(6)**