



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS & INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE CODE: AMM511S	COURSE NAME: ADMINISTRATIVE MANAGEMENT 1A
SESSION: JUNE 2024	PAPER: 1
DURATION: 2 HOURS	MARKS: 100

1ST OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	Ms E Vaino

INSTRUCTIONS	
<ol style="list-style-type: none">1. Answer ALL the questions and start each question on a new page.2. Read all 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

10 x 2 = [20]

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

- 1.1 Indicates which statement outlines where a company wants to be in the future, and it stipulates the long-term strategy to attaining its goals.
- A. Strategy statement
 - B. Management statement
 - C. Operations statement
 - D. Mission statement
 - E. Vision statement
- 1.2 _____ is a prepared list of matters or items to be discussed and decided upon by the meeting:
- A. Minutes
 - B. Secretary
 - C. Chairperson
 - D. Agenda
 - E. Planning
- 1.3 Josephine lita is appointed as a Teller at NedBank in Windhoek. She has requested to be moved from the Nedbank main branch to Ondangwa Nedbank branch, as she recently got married to a businessman from the north, where a Teller position has become vacant. This move refers to a:
- A. Promotion
 - B. Performance appraisal
 - C. Transfer
 - D. Training
 - E. Development
- 1.4 _____ involves establishing performance standards and monitoring the output of employees to ensure each employee's performance meets those standards.
- A. Planning
 - B. Organising
 - C. Staffing
 - D. Coordinating
 - E. Controlling
- 1.5 An organisational structure which is characterised by highly routine operating tasks achieved through specialisation and has formal rules and regulations.
- A. Matrix structure
 - B. Bureaucratic structure
 - C. Simple structure
 - D. Line structure
 - E. Project-based structure
- 1.6 _____ Refers to anything that is potentially harmful to the event.
- A. Risk control
 - B. Risk assessment
 - C. Risk evaluation
 - D. Risk
 - E. Risk treatment

- 1.7 John stays in Ongwediva for the last five years. He makes a telephone call to Ongwediva Medipark Hospital for an appointment at his doctor. Select which type of telephone call has John made?
- A. International call
 - B. Local call
 - C. Trunk call
 - D. Collect call
 - E. None of the above
- 1.8 Refers to a form of marketing in which a business pays for all or some of the costs associated with an event or project in exchange for recognition.
- A. Convention
 - B. Banquet
 - C. Workshop
 - D. Sponsorship
 - E. Proposal
- 1.9 This is a useful feature of word processing programmes that allows Management Assistant's to create personalised letters, labels, or envelopes for large mailing lists.
- A. Time wasters
 - B. Mail merge
 - C. Scanning
 - D. Photocopying
 - E. Time management
- 1.10 The Ministry of Education, Arts and Culture uses the results of the NSSCO and NSSC Advance Subsidiary (AS) of 2022 and 2023 to do a comparison how the learners will perform in the future. Indicate which concept are being referred to in this scenario.
- A. Time waster
 - B. Time management
 - C. Outgoing mail
 - D. Incoming mail
 - E. Records

QUESTION 2

[20]

- 2.1 Code of ethics is an effective way to encourage ethical business behaviour and raise an organisation's standards of ethical performance amongst employees. Discuss the concept "code of ethics" and illustrate with a suitable example about a scenario where an employee of a public or a parastatal organisation had to make a right or a wrong decision. **(6)**
- 2.2 Management assistants should have several essential skills to become administrative professionals. Discuss "communication", "records management" and "organising skills" as three (3) of these essential skills that an assistant should possess. **(6)**
- 2.3 Different 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. **(6)**
- 2.4 Richard has just started his first year at university and are not familiar with the concept of a budget. Explain to Richard what a "budget" is. **(2)**

QUESTION 3

[20]

- 3.1 You have started your own events company called Twishi Creations and Thomas Naanda has consulted you for advice on whether he should organise a gala dinner and a conference to say thank you to his long service stakeholders. Outline the difference between a "gala dinner" and a "conference" to Thomas Naanda as two formats that he may use. **(5)**
- 3.2 Risks, if they occur, are likely to harm the reputation of an event or an organisation. Distinguish between "natural disasters" and "man-made disasters" that can occur and illustrate each with appropriate examples. **(4)**
- 3.3 Discuss the term "event proposal" and name and discuss four main elements that will be covered in the proposal. **(5)**
- 3.4 Customers contributes a lot to the success of business ventures. Olthaver and list group of companies wants to expand their business to the north. Examine three (3) options Olthaver and list group of companies can do get valuable feedback from their customers to proceed with taking their venture to the north. **(6)**

QUESTION 4**[20]**

- 4.1 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 may use to train their employees. (6)
- 4.2 Organisations deal with a lot of records daily. Name and discuss the records life cycle at a tertiary institution of your choice. (5)
- 4.3 You have been working as a Personal Assistant (PA) to the CEO at Fly Namibia. The business has expended tremendously, and they have recently appointed an additional Management Assistant. You must give her an induction on what “customer service” entails. Outline either a bad or a good experience you had as a customer at either a retailer, furniture shop or clothing store. (5)
- 4.4 Distinguish between “formal meetings” and “informal meetings” and illustrate the differences with suitable examples. (4)

QUESTION 5**[20]**

- 5.1 Companies spend a lot of money monthly on telephone calls. Discuss how organisations can control the use of telephones of their employees. (6)
- 5.2 Receptionists need to be able to handle different types of calls. Define an “international call”. (3)
- 5.3 Management Assistants deals with various types of calls daily. Discuss five (5) tips that the Management Assistant should remember when making international calls. (5)
- 5.4 Businesses success depend on both its internal and external customers. Differentiate between an “internal customer” and an “external customer” and illustrate with suitable examples. (4)
- 5.5 Discuss “petty cash” as one of the concepts in financial management. (2)