



**NAMIBIA 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: JULY 2024	PAPER: 2
DURATION: 2 HOURS	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
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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 Matthew manages a mobile phone retail store. He has set a specific sales goal for his team to achieve by the end of the month. Matthew created a detailed action plan to help reach the sales goals. Which managerial function has Matthew performed?
- A. Planning
 - B. Staffing
 - C. Coordinating
 - D. Controlling
 - E. Organising
- 1.2 Fred the football coach must meet with the media and answer questions about team performance after every game. Which one of Mintzberg's managerial roles is Fred fulfilling?
- A. Speaker
 - B. Disseminator
 - C. Monitor
 - D. Spokesperson
 - E. Negotiator
- 1.3 Records can be categorised as:
- A. Personnel records
 - B. Legal records
 - C. Accounting records
 - D. Correspondence records
 - E. All the above
- 1.4 This skill is mostly required by top level management because they spend more time in planning, organising and problem solving:
- A. Technical skills
 - B. Conceptual skills
 - C. Human skills
 - D. A & C
 - E. None of the above
- 1.5 Mark a manager Nedbank directs and motivates his subordinates on how to achieve the weekly goals of his section. Indicate which interpersonal role is Mark fulfilling?
- A. Disseminator
 - B. Figurehead
 - C. Leader
 - D. Liaison
 - E. Monitor

- 1.6 Sofia stands in the que at Clicks to buy her monthly cosmetics at Clicks. She decides at the spur of the moment to buy two slabs of chocolates, a magazine and a packet of sweets for her daughter from the items displayed before she reached the pay point. Select which customer are being referred to in this scenario.
- Loyal customer
 - Wandering customer
 - Need-based customer
 - Discount customer
 - Impulse customer
- 1.7 Tembi is satisfied with the services she receives at Dr lipinge’s Dental Practice and goes back every six months for her dental check-ups. Select which concept is illustrated in this example.
- Complaint
 - Questionnaire
 - Quality
 - Empathy
 - Customer
- 1.8 Ruben has immigrated to Melbourne, Australia and have been staying there for the last ten years. Even though he has settled down and pursue his career, he often calls his relatives in Namibia. Indicate which type of telephone call has Ruben made?
- International call
 - Local call
 - Trunk call
 - Collect call
 - None of the above
- 1.9 Middle managers engage in _____ planning.
- Operational planning
 - Institutional planning
 - Strategic planning
 - Tactical planning
 - Future planning
- 1.10 The seating layout in the diagram refers to:
- Theatre layout
 - Boardroom style
 - Conference setup
 - Banquette style
 - U-shape



QUESTION 2**[20]**

- 2.1 Managers find it easier to decide what course of action to take if they can identify the level at which an ethical dilemma appears. Analyse any five (5) of the different levels of ethical decision making. **(10)**
- 2.2 Management assistants should have several essential skills to become administrative professionals. Discuss “scheduling skills”, “administrative skills” and “technology skills” as three (3) of these essential skills that an assistant should possess. **(6)**
- 2.3 Change is a very challenging task, whether is for applicable for an entire organisation or just a certain section within an organisation. List four (4) major areas in which organisational change may occur. **(4)**

QUESTION 3**[20]**

- 3.1 You have started your own events company called Touch of Class Event Coordinators and Emily Rukero has consulted you for advice on whether she should go for an exhibition or a workshop to get exposure for her new business venture. Outline the difference between a “exhibition” and a “workshop” to Emily Rukero as two formats that she may use. **(6)**
- 3.2 Events companies are required to organise different categories of events. Distinguish between an “on-site catering service” and an “off-site catering service”. Provide suitable examples. **(4)**
- 3.3 Different event players may be involved in organising events such as an Event Planner, an Event Co-ordinator, an Event Manager, an Event Producer. Name and discuss any five skills required by an Event Producer. **(10)**

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 “classroom training” and “role play” as two types of training that organisation can make use of. **(6)**
- 4.2 Schools deal with a lot of records from learners in their respective grades. Name and discuss the “records life cycle” in a high school of your choice. **(5)**
- 4.3 Records management is important for any organisation. Differentiate between three types of filing systems that organisations may use. **(6)**
- 4.4 Discuss the concept “reception area” in your own words. **(3)**

QUESTION 5

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- 5.1 Jennifer has started as a Management Assistant at Namibia Wildlife Resorts (NWR). Explain to her the general rules that she needs to apply when receiving visitors. **(5)**
- 5.2 Ernie took his white GTI golf to Autohaus Namibia for a general service on April 2, 2024. They provided him with a checklist to tick off all the replacements which he would like to be done. They are open from 07:00 till 16:30 during the week. Around 15:00, Ernie received a call from the Receptionist at Autohaus Namibia to collect his vehicle. He decides to inspect his vehicle by walking all around it and notice a huge dent on his front right side of his car. He informed them that the dent was not there before. He as furious and insisted to see the workshop manager. Advice Autohaus Namibia on how to deal with Ernie's complaint, by using the five-step method to resolve this customer's complaint. **(10)**
- 5.3 Good customer service is important for any business. Examine five reasons why some customers complain about businesses services or products. **(5)**