



**PAMIBIA UNIVERSITY**  
**OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION**  
**DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

<b>QUALIFICATION: BACHELOR OF MANAGEMENT</b>	
<b>QUALIFICATION CODE:</b> 07BBMA	<b>LEVEL: 6</b>
<b>COURSE CODE:</b> BMI511S	<b>COURSE NAME:</b> INTRODUCTION TO BUSINESS MANAGEMENT
<b>SESSION:</b> JULY 2024	<b>PAPER:</b> SECOND OPPORTUNITY EXAMINATION
<b>DURATION:</b> 3 HOURS	<b>MARKS:</b> 100

<b>SECOND OPPORTUNITY EXAMINATION – QUESTION PAPER</b>	
<b>EXAMINER(S)</b>	Mr B. Zealand                      Ms S. Sakarias  Distance Tutors
<b>MODERATOR:</b>	Dr V. Sibanda

**THIS QUESTION PAPER CONSISTS OF 6 PAGES (Including this front page)**

<b>INSTRUCTIONS</b>	
1.	Answer <b>all questions</b> in the booklet provided.
2.	Read all the questions carefully before answering.
3.	Marks for each question are indicated at the end of each question.
4.	Please ensure that your writing is legible, neat and presentable and start each Section on a new page.

***PERMISSIBLE MATERIALS***

1. Examination question paper
2. Examination answer sheet
3. Calculator

## SECTION A

### Question 1

Indicate whether the following statements are True or False in the examination booklet provided.  
[1 x 10 = 10 marks]

No.	Question
1.1	Maintenance is one of the key activities in the development and management of a business information system.
1.2	The profit of a close corporation is not taxable in the hands of its members.
1.3	In free market economic systems decisions as to the allocation of resources are taken by individual producers and consumers.
1.4	Corporate strategies focus on scope of the organisation and how efficient resources are used.
1.5	Depreciation is a use of funds.
1.6	Ethics are the basic standards by which organisations conduct business.
1.7	Management by objectives is a goal-setting technique and employees could establish performance targets.
1.8	Segmentation is the process a manager goes through to decide which sub-groups of consumers to select.
1.9	Quantitative guidelines for defining SMME's include a simple organisational structure that is independent, privately owned and managed.
1.10	Medical examinations as a selection method are often regarded as discriminatory.
	<b>TOTAL - 10marks</b>

## SECTION B

### Question 2

Indicate your answers next to each corresponding number in the examination booklet provided.

[2 x 10 = 20marks]

- 2.1. Which of the following is not considered as one of the forces of Michael Porter?
- a) buyers
  - b) substitute products
  - c) intermediaries
  - d) suppliers
- 2.2. Production systems with customised outputs typically:
- a) have relatively high volumes of output
  - b) have relatively low unit costs
  - c) have relatively fast work movement
  - d) none of the above
- 2.3. Which of the following will you consider a novelty for entrepreneurship?
- a) the government can easily provide you capital
  - b) your chances of becoming rich has been paved
  - c) creating job for yourself and your country
  - d) all of the above
- 2.4. Which type of processing system would be least likely to produce goods for inventory rather than for a specific customer request?
- a) assembly
  - b) job
  - c) batch
  - d) continuous
- 2.5. Management perform which of the following activities?
- a) selling
  - b) directing the activities of employees
  - c) stock merchandise
  - d) ordering merchandise
- 2.6. What are the input resources to any transformation process?
- a) people and machines
  - b) information, materials and customers
  - c) staff, facilities, materials, information and customers
  - d) processes, people and parts

- 2.7. Which of the following are not elements of Maslow's Hierarchy of needs?
- a) esteem needs
  - b) self-actualisation needs
  - c) psychological needs
  - d) social needs
- 2.8. Which of the following statements is false?
- a) teams are more flexible than traditional departments.
  - b) teams are less responsive to a changing environment.
  - c) teams can serve as a source of job satisfaction.
  - d) teams better utilise employee talents
- 2.9. Which of the following is not an alternative to counter boredom and dissatisfaction of specialisation?
- a) work teams
  - b) job specialisation
  - c) job enlargement
  - d) job enrichment
- 2.10. Operations and sales are the two \_\_\_\_\_ functions in businesses.
- a) strategic
  - b) tactical
  - c) support
  - d) line



**SECTION C****[Total - 30marks]**

## Question 3

WWE Company sells only one product with a selling price of N\$200.00 and a variable cost of N\$80.00 per unit. The company's monthly fixed expense is N\$60,000.

What is the break-even for WWE Company in units? (6)

## Question 4

On your birthday, you have received N\$8,000.00 in total as a gift from family and friends. You decide to invest the money for 10 years at an institution that pays 8% interest compounding daily. What would the balance be on your account after the 10 years?

(8)

## Question 5

The following Profit and Loss Account of Nyanga Ltd for the year 2024 is given below:

Particular	N\$	Particular	N\$
Opening stock	152,500.00	Sales	1,000,000.00
Purchasing stock	630,500.00	Closing stock	197,000.00
Transportation	4,000.00		
Salaries	10,000.00		
Gross Profit	400,000.00		
	1,197,000.00		1,197,000.00
Admin expenses	202,000.00	Gross Profit	400,000.00
Selling & Distribution expenses	24,000.00		
Non-Operating expenses	4,000.00	Interest on securities	3,000.00
Financial expenses	14,000.00	Dividends	7,500.00
Net Profit after tax	168,000.00	Profit on Sale of shares	1,500.00
	412,000.00		412,000.00

Calculate the following:

5.1. Gross Profit Margin (5)

5.2. Net Profit Margin (5)

## Question 6

The macro-environment directly or indirectly exert an influence on the business and its market environment. Briefly elaborate on any three variables of the macro-environment.

(6)

*Students should explain each step.*

**SECTION D****[Total - 20marks]**

## Question 7

As you start a business and then work to build your start-up, often you will consider entrepreneurship. Briefly discuss any 5 types of entrepreneurs.

(10)

## Question 8

Leadership is all about the relationship between the leader and the followers, in which trust is usually also considered a huge component. Discuss the other five components of leadership?

(10)

**SECTION E****[TOTAL - 20marks]**

## Question 9

**CASE STUDY**

In Namibia, franchising has been singled out as the success story of the 21st century. There are more than one thousand franchise businesses across the country, ranging from Windhoek, Walvis Bay and Swakopmund and spreading as far as Oshakati, Rundu and Katima. With an annual turnover of nearly 25% of the total retail turnover in the Country, the business seems to be doing pretty well with a promising future ahead of it. Indeed, business research holds that every second week a new franchised outlet comes into existence in the Country.

Top amongst them are Kentucky Fried Chicken (KFC), King Pie and Wimpy just to mention a few. Franchising ties in with economic empowerment in a number of ways. These range from big businesses wanting to downsize and create business opportunities, to small organizations and branches attempting to help the weak and vulnerable, especially the previously disadvantaged citizenry.

Franchise is also a good medium for the transfer of business skills that is reconstruction and development initiatives. And banks are more likely to grant start-up capital for a franchise than a person wanting to start an untried small business.

- 9.1. Which two parties are involved in the above mentioned business? (2)
- 9.2. As a student of Business Management, you intend to set up your own franchise on graduating from The Namibia University of Science and Technology, what will be the motivating factors for setting up such business? (3)
- 9.3. The business rationale for corporate social responsibility (CSR) varies. However, most CSR programmes are driven by a combination of reasons. List any 3 of the drivers of CSR. (3)

## Question 10

At the various levels in an organisation, goals and plans are developed and implemented. Briefly discuss these goals and plans with relevant examples for each level.

(12)