



**PAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION**

**DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL  
AND VOCATIONAL EDUCATION AND TRAINING**

<b>QUALIFICATION:</b> Bachelor of Business & Information Administration	
<b>QUALIFICATION CODE:</b> 07BBIA	<b>LEVEL:</b> 5
<b>COURSE:</b> Administrative Management 1B	<b>COURSE CODE:</b> AMM521S
<b>DATE:</b> December 2025	<b>SESSION:</b> 2
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

<b>2<sup>nd</sup> OPPORTUNITY EXAMINATION QUESTION PAPER</b>	
<b>EXAMINER:</b>	<b>MS A SCHROEDER</b>
<b>MODERATOR:</b>	<b>MS E VAINO</b>

**THIS QUESTION PAPER CONSISTS OF 5 PAGES  
(INCLUDING THIS FRONT PAGE)**

<b>INSTRUCTIONS</b>
g) Answer ALL the questions and start each question on a new page. h) Read all questions carefully before answering. i) Number answers according to the numbering structure provided in the question paper.

## QUESTION 1

10 x 2 [20]

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

- 1.1 During a team meeting, a manager gives instructions to employees about completing a project. One employee does not understand and asks for clarification. In this situation, which element of communication is being demonstrated when the employee asks questions?
- A. Sender
  - B. Message
  - C. Feedback
  - D. Channel
  - E. Noise
- 1.2 In an office environment, the term “grapevine” refers to:
- A. The formal chain of command used to communicate policies
  - B. Informal communication that spreads unofficial information among employees
  - C. Written instructions from management to staff
  - D. Official reports shared with stakeholders
  - E. External communication with customers
- 1.3 In Maslow’s hierarchy of needs, love and belonging needs primarily involve:
- A. The search for knowledge, creativity, and personal growth
  - B. Building friendships, family bonds, and intimate relationships
  - C. Achieving recognition, respect, and high self-esteem
  - D. Securing necessities such as food, water, and shelter
  - E. Ensuring safety, stability, and protection from danger
- 1.4 NamPower owns all the electricity supply in Namibia and sets prices without concern for competitors. This situation illustrates:
- A. Perfect competition
  - B. Oligopoly power
  - C. Monopoly power
  - D. Monopsony power
  - E. Free market competition
- 1.5 A public company usually has:
- A. 2-20 members
  - B. 1-50 members
  - C. 7 or more members
  - A. 1-10 members
  - B. 20 members
- 1.6 The communist economic system is also known as:
- A. Command economy
  - B. Mixed economy
  - C. Traditional economy
  - D. Capitalist economy
  - E. Communist economy

- 1.7 Why is information considered a modern factor of production?
- A. It is a free good available to everyone
  - B. It provides knowledge, data, and technology that improve decision-making and efficiency
  - C. It replaces the need for capital and labour
  - D. It refers to government reports only
  - E. It eliminates the role of entrepreneurship
- 1.8 A factory purchases new machines to increase its production of soft drinks. These machines are an example of:
- A. Consumer goods, because they are used by households
  - B. Capital goods, because they are used to produce other goods and services
  - C. Free goods, because they are available without cost
  - D. Public goods, because they are shared by the community
  - E. Intermediate goods, because they are finished goods ready for consumption
- 1.9 Select from the options below a hotel that provides superior (excellent) comfort and quality, high standard of furnishings, service and guest care.
- A. Five-star hotel
  - B. Four-star hotel
  - C. Three-star hotel
  - D. Two-star hotel
  - E. One-star hotel
- 1.10 In the context of travel planning, an itinerary is best described as:
- A. A list of hotels and restaurants available in a city
  - B. A brochure advertising tourist attraction in a country
  - C. A legal document required for international travel
  - D. A set of safety rules and emergency contacts for tourists
  - E. A step-by-step schedule of travel arrangements, activities, and destinations

*Some spacing  
of hanging  
with the  
questions*

**QUESTION 2**

[20]

- 2.1 Distinguish between internal communication and external communication, the purpose of each communication and provide suitable examples. (6)
- 2.2 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)
- 2.3 Discuss "formal reports" and "office manuals" as two internal written communication used by organisations. Examine each feature's and provide suitable examples. (6)
- 2.4 In an organisation, communication may occur through formal, informal and unofficial channels. Examine unofficial channels in an organisation and provide a suitable example. (2)

**QUESTION 3**

[20]

- 3.1 Discuss five (5) characteristics of the market economic system as one of the major economic systems in the world in detail. (5)
- 3.2 Lukas Iyambo, your cousin of yours has inherited a large sum of money from his late father. He has come to you for advice on entrepreneurship as one of the factors of production. Examine an "entrepreneur" in detail with an example. (5)
- 3.3 Examine the advantages of a communist economic system. (4)
- 3.4 Businesses are coming up with new ways of conducting business opportunities for their customers. Distinguish between the primary sector and secondary sectors with suitable examples. (6)

**QUESTION 4**

[20]

- 4.1 Romeo Shipanga has inherited a large sum of money from his grandpa and wants to start a new business venture. As an Administrative Management 1B student he has come to you for advice on what the factors of production entails. Name and explain to Romeo five factors of production. (10)
- 4.2 In table format do a comparison on a) management b) name c) transfer of shares d) listing on stock exchange and e) availability of financial information of a private company and public company. (10)

Private company	Differences	Public company
	a) management	
	b) name	
	c) transfer of shares	
	d) listing on the stock exchange	
	e) Availability of financial information	



4  
small caps

**QUESTION 5**

**[20]**

- 5.1 Management Assistants needs to be familiar with the terminology used when organising and planning a business trip for your manager. Define the terms “itinerary”, “travel agent” and examine four services provided by travel agents. **(10)**
- 5.2 The Executive together with the Personal Assistant needs to carefully plan an itinerary of a trip. Discuss the important key points that should be remembered when compiling the executive’s itinerary. **(5)**
- 5.3 Examine the benefits a diplomatic passport holder will enjoy. **(5)**