nAmIBIA UnIVERSITY
OF SCIEnCE AnD TECHnOLOGY

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business & Information Administration	
QUALIFICATION CODE: 07BBIA	**LEVEL:** 5
COURSE: Administrative Management 1B	**COURSE CODE:** AMM521S
DATE: November 2023	**PAPER:** Theory
DURATION: 2 Hours	**MARKS:** 100

1st OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER	**MS A SCHROEDER**
MODERATOR:	**MS E VAINO**

INSTRUCTIONS
a) Answer ALL the questions.
b) Read all questions carefully before answering.
c) Number answers according to the numbering structure provided in the question paper.

THIS EXAMINATION PAPER CONSISTS OF 5 PAGES
(INCLUDING THIS FRONT PAGE)

QUESTION 1   **(20)**

Choose the letter from the options that best completes the sentence or provides the answer to the question.

1.1   The correct sequence that Management Assistants should following when compiling a memorandum is:
        A. Subject, Date, To and From
        B. Date, To, Subject and From
        C. From, To, Subject and Date
        D. To, From, Date and Subject
        E. From, To, Date and Subject

1.2   Select a synonym for the capitalist economy from the options provided.
        A. Mixed economy
        B. Command economy
        C. Market economy
        D. Traditional economy
        E. Communist economy

1.3   Tool Centre Windhoek CC is an example of a:
        A. Sole Trader
        B. Partnership
        C. Public company
        D. Private company
        E. Close corporation

1.4   _____ refers to the correct norms of conduct that should be followed during official engagements.
        A. Deportment
        B. Protocol
        C. Order of precedence
        D. Coat of arms
        E. Etiquette

1.5   Fisher, Quarmby & Pfeifer is an example of a:
        A. Sole Trader
        B. Partnership
        C. Public company
        D. Private company
        E. Close corporation

1.6 Indicate which economic system are being referred to when the government is in control of the economy, dictating how the resources should be allocate and setting the prices of the products and services.
A. Mixed economic system
B. Market economic system
C. Command economic system
D. Traditional economic system
E. Capitalist economic system

1.7 The sequential hierarchy of importance refers to:
A. Diplomacy
B. Deportment
C. Order of precedence
D. Patriotism
E. None of the above

1.8 Select which type of hotel reservation are being referred to when guests are being provided and experience superior (excellent) comfort and quality, high standard of furnishings, service and guest care.
A. Three star
B. Two star
C. One star
D. Five star
E. Four star

1.9 Maurencia Shikongo is a resident of Switzerland. Her family are planning to travel from Switzerland to Namibia during the December holidays to explore the Namibian dessert. Indicate which type of travelling are being referred to in this scenario.
A. International travel
B. Local travel
C. Travel agent
D. Itinerary
E. Domestic travel

1.10 Indicate which type of document are being referred to when the Ministry of Gender, Equality, Poverty Eradication and Social Welfare conducts research and publishes their findings in a document that examine the gender-based violence issues in Namibia.
A. Informal report
B. Formal report
C. Memorandum
D. Formal letter
E. Incident summary

QUESTION 2 **[20]**

2.1 You are the Office Administrator of the Mr Khoebeb the Manager in the Marketing section and are responsible for drafting all external correspondence. Name and discuss three (3) guidelines that you should remember when drafting external correspondence for on behalf of your manager. **(6)**

2.2 Distinguish between internal communication and external communication and illustrate with suitable examples. **(4)**

2.3 Ashley Afrikaner works as the CEO's Personal Assistant at Nampower. Her manager has asked her to schedule a meeting on Microsoft Teams inviting all the staff members in the Human Resources Department. She has written an e-mail notification to the HR staff members inviting them to the scheduled meeting for Tuesday, 15 November 2023 in the Nampower boardroom at 10:30. Name and discuss any five (5) "elements of the communication process" in this scenario. **(10)**

QUESTION 3 **[20]**

3.1 Countries practice various types of economic systems. Do a comparison between the characteristics of a market economic system and a communist economic system. **(10)**

3.2 Countries may opt to practice one of the four major economic systems. Examine the term "traditional economy" as one of the major economic systems. **(5)**

3.3 Maslow's hierarchy of needs are very popular and well-studied. Name and discuss Maslow's hierarchy of needs in detail. **(5)**

QUESTION 4 [20]

4.1 Organisations have the option to establish either a private or a public company. In table format differentiate between a private and public company by distinguishing between their 4.1.1 name 4.1.2 transfer of shares 4.1.3 number members 4.1.4 capital and 4.1.5 Meetings. **(10)**

4.2 Roseline Iipumbu a relative of yours, would like to start her own Hair Salon and has approach you to become her partner in the business venture. She has learned that you are an Administrative Management 1B student and have learned about this type of business. Answer the following question about a partnership.

4.2.1 Define a "partnership" in detail. **(2)**

4.2.2 Name and discuss any four (4) characteristics of a partnership. **(8)**

QUESTION 5 [20]

Your manager, Dr Vetira Simpungwe, is planning to go on a business trip abroad to Germany in February 2024. You, as his Personal Assistant must see to it that all the necessary arrangements such as flight bookings, accommodation and transport are being done well in advance. He is a holder of a diplomatic passport. Answer the following questions that follow.

5.1 Examine any five (5) of your responsibilities as his Personal Assistant, during Dr Vetira Simpungwe's absence from the office. **(10)**

5.2 Discuss the different types of service that travel agents provide to travellers. **(5)**

5.3 Examine the benefits of that Dr Vetira Simpungwe will enjoy as a holder of a diplomatic passport. **(5)**