



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES & EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION: Bachelor of Business & Information Administration	
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2ND OPPORTUNITY EXAMINATION QUESTION PAPER	
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MODERATOR:	MS E VAINO

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

**THIS QUESTION PAPER CONSISTS OF 4 PAGES
(INCLUDING THIS FRONT PAGE)**

QUESTION 1

[10]

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

- 1.1 _____ is defined as any factor or issues that interfere with the transmission of the message.
- A. Verbal communication
 - B. Noise
 - C. Non-verbal communication
 - D. Internal communication
 - E. External communication
- 1.2 FNB Insurance Brokers Namibia (Pty) Ltd is an example of a:
- A. Sole Trader
 - B. Partnership
 - C. Public company
 - D. Private company
 - E. Close corporation
- 1.3 Select the option which does not belong to the traditional economy.
- A. Hunting and gathering
 - B. Subsistence agriculture
 - C. Large scale manufacturing
 - D. The barter system
 - E. Outdated and primitive
- 1.4 An official government document that certifies the identity and citizenship of an individual and grants the person permission to travel abroad is a(n):
- A. Visa
 - B. Passport
 - C. Vaccination passport
 - D. Itinerary
 - E. Immigration card
- 1.5 Jet leg experience by travellers are being caused by:
- A. Lack of exercise
 - B. Crossing different time zones
 - C. Dry atmosphere
 - D. Cabin pressure
 - E. All the above
- 1.6 _____ refers to possibility that something bad will occur, or the chance of loss, injury or the creation of a hazard.
- A. Insurance
 - B. Scarcity
 - C. Risk
 - D. Risk management
 - E. None of the above

- 1.7 _____ refers to a type of written communication which are longer and more formal than memorandums and provides a thorough and more factual assessment of an issue of concern such as Gender Based Violence (GBV).
- A. Sideways communication
 - B. External written communication
 - C. Internal written communication
 - D. Forward communication
 - E. Report
- 1.8 _____ refers to the fundamental challenge faced by all individual and societies where we have needs and face limitations and challenges in our pursuit of satisfying our needs
- A. Self-actualization
 - B. Factors of production
 - C. Hierarchy of needs
 - D. Economic structure
 - E. Scarcity
- 1.9 _____ refers to how much of a product or service in terms of quantity are buyers willing to acquire at a given time.
- A. Supply
 - B. Price
 - C. Scarcity
 - D. Demand
 - E. Equilibrium
- 1.10 Select the option from the list below that does not belong to travel agents in Namibia.
- A. Welwitschia Travel
 - B. Trip Travel
 - C. Sky Travel
 - D. Rennies Travel
 - E. Fly Namibia

QUESTION 1

[20]

Define the following concepts and illustrate with suitable examples. Pay attention to the mark allocation of each question.

- | | | |
|-----|--|------------|
| 2.1 | Communication process | (4) |
| 2.2 | Supply and demand with appropriate examples. | (4) |
| 2.3 | Traditional order of precedence | (4) |
| 2.4 | List and explain the two negative factors associated with the primary sector | (4) |
| 2.5 | Services provided by travel agents | (4) |

QUESTION 3

[20]

In a business setting, Management Assistants will likely take part in various types of communication situations while working with your colleagues and superiors. Some of these communication situations may be formal, structured, and planned in advance. Answer the following questions that follow.

- 3.1 Differentiate between three (3) different barriers that can influence communication in the workplace. **(6)**
- 3.2 Each economic system has its unique characteristics. Discuss five (5) characteristics of the command economic system. **(5)**
- 3.3 Abraham Maslow's hierarchy of needs are very popular and well-studied. Discuss five levels in Maslow's hierarchy of needs. **(5)**
- 3.4 Discuss a "barrier" and "feedback" as two of the elements of the communication process and provide suitable examples. **(4)**

QUESTION 4

[30]

- 4.1 Risk refers to possibility that something bad will occur, or the chance of loss, injury or the creation of a hazard. Name and discuss the five (5) steps involved in a risk management process in either a construction company or at a mine. **(10)**
- 4.2 Specify the specific occasions at which the order of precedence is practice when people gather. **(5)**
- 4.3 Name and discuss any five (5) characteristics of a close corporation. **(10)**
- 4.4 Discuss five (5) characteristics of a command economy. **(5)**

QUESTION 5

[20]

Your manager, Mr Chimhundu, is planning to go on a trip abroad and you, as his Personal Assistant must see to it that all the necessary arrangements are in place.

- 5.1 Do a comparison between the business and the economy class seating options for your manager. **(8)**
- 5.2 Define the term "itinerary". **(6)**
- 5.3 Outline your responsibilities during Mr Chimhundu's absence from work. **(6)**