



**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: January 2023	PAPER: Theory
DURATION: 2 Hours	MARKS: 100

2nd OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER	MS A SCHROEDER (Full-time & Distance)
MODERATOR:	DR N ANGULA

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 4 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 In business, oral communication is suitable for:
- A. Delaying the decision-making process
 - B. Discussing matters
 - C. Confusing workers
 - D. Recording things
 - E. All the above
- 1.2 The market economic systems are also called the _____ economic system.
- A. Capitalist economy
 - B. Mixed economy
 - C. Communist economy
 - D. Traditional economy
 - E. Command economy
- 1.3 The monetary value of all goods and services produced in a specific country or area within a certain period is referred to as _____:
- A. Monopoly
 - B. Dovetail
 - C. Income
 - D. GDP
 - E. Encapsulation
- 1.4 _____ refers to the conduct by government officials of relations and negotiations between states.
- A. Deportment
 - B. Patriotism
 - C. Diplomacy
 - D. Emblem
 - E. Logo
- 1.5 Conradie and Damaseb Attorneys is an example of a:
- A. Public company
 - B. Sole proprietary
 - C. Private company
 - D. Partnership
 - E. Close corporation
- 1.6 Cherry Blossom Beauty Salon is an example of a:
- A. Sole Trader
 - B. Partnership
 - C. Public company
 - D. Close corporation
 - E. Private company

- 1.7 _____ refers to travelling within your own country's borders.
- A. International travel
 - B. Foreign travel
 - C. Travel agent
 - D. Itinerary
 - E. Domestic travel
- 1.8 The currency used in Botswana is:
- A. Yen
 - B. Franc
 - C. Pula
 - D. Euro
 - E. US Dollar
- 1.9 Oral communication is better than written communication for:
- A. Providing opportunity to refer back
 - B. Conveying facts and opinions
 - C. Saving time
 - D. Conveying feelings and emotions
 - E. None of the above
- 1.10 _____ may be utilised to engage an external audience, such as the public, the government, and other organisations.
- A. Internal written communication
 - B. Written communication
 - C. External written communication
 - D. Oral communication
 - E. None of the above

QUESTION 2

[20]

- 2.1 Every organisation should strive to create an environment that is conducive for the promotion of effective communication. Discuss three (3) advantages of written communication. **(6)**
- 2.2 You are the Office Administrator of the Mr Khoebeb, the Manager in the Marketing section and are responsible for streamlining all external correspondence. Name and discuss four (4) guidelines that you should remember when drafting external correspondence for on behalf of your manager. **(4)**
- 2.3 Anthea Namabanda wishes to start her own business and has come to you for advice on the factors of production. She has learned that you are an Administrative Management 1B student at NUST and have a better understanding of what one needs to engage in a business/production. Name and discuss Maslow's hierarchy of needs in detail to her. **(10)**

QUESTION 3

[20]

Countries may opt to practice one of the four major economic systems.

- 3.1 Define the term “traditional economy” as one of the major economic systems. (5)
- 3.2 Discuss any three (3) advantages of a mixed economy. (6)
- 3.3 Discuss five (5) characteristics of a market economic system. (5)
- 3.4 Humans have consistently sought newer and better ways of improving their conditions around them. Distinguish between free goods and economical goods and give appropriate examples. (4)

QUESTION 4

[20]

- 4.1 Namibia and many African countries are home to various and distinct cultures. Discuss four (4) points/tips of traditional order of precedence that should be kept in mind when dealing with traditional groups. (8)
- 4.2 Organisations have the option to start various types of businesses. In a table format distinguish between a private company and a public company by looking at the different aspects: (10)
 - 4.2.1 Number of members
 - 4.2.2 Name
 - 4.2.3 Management
 - 4.2.4 Capital
 - 4.2.5 Transfer of shares
- 4.3 List the two (2) negative factors that are associated with the primary sector. (2)

QUESTION 5

[20]

Dr Lucky Erastus the CEO of MTC has been selected by the President to represent Namibia at a conference overseas. You are his Personal Assistant and must see to it that the necessary arrangements are being made well in advance.

- 5.1 Distinguish between a “visa” and an “itinerary” as two of the essential documents that Dr Lucky Erastus will need to have before his trip overseas. (4)
- 5.2 Discuss any five (5) of your responsibilities as his Personal Assistant before your manager goes on the trip. (10)
- 5.3 Differentiate between three (3) advantages and three (3) disadvantages of air travel. (6)