



**PAMIBIA UNIVERSITY**  
**OF SCIENCE AND TECHNOLOGY**

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

**DEPARTMENT OF GOVERNANCE AND MANAGEMENT SCIENCES**

<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> January 2024	<b>PAPER:</b> Theory
<b>DURATION:</b> 2 Hours	<b>MARKS:</b> 100

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

<b>INSTRUCTIONS</b>
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 City of Windhoek places a full-page advertisement in The Namibian to congratulate President Hage Geingob on his birthday refers to which type of communication.
- A. Body language
  - B. Written
  - C. Spoken
  - D. Non-verbal
  - E. Audio visual
- 1.2 \_\_\_\_\_ 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
- 1.3 \_\_\_\_\_ is defined as any factor or issues that interfere with the transmission of the message.
- A. Sender
  - B. Receiver
  - C. Medium
  - D. Channel
  - E. Barriers
- 1.4 Indicate which one of the following is NOT a type of economic system.
- A. Public market economy
  - B. Command economy
  - C. Traditional economy
  - D. Mixed market economy
  - E. Communist economy
- 1.5 Select which type of hotel reservation are being referred to when the guests are being provided and experience exceptional quality, luxury accommodation (matching best international standards), highest standard of furnishings, flawless service, and meticulous guest care.
- A. Three star
  - B. Two star
  - C. One star
  - D. Five star
  - E. Four star

- 1.6 A close corporation usually has:
- A. 2-20 members
  - B. 1-50 members
  - C. 7 or more members
  - D. 1-10 members
  - E. 20 members
- 1.7 Individuals who are willing to take risks, to bring the resources together and develop new products, and start a new business venture.
- A. Human resources
  - B. Resources
  - C. Entrepreneurs
  - D. Services
  - E. Government
- 1.8 \_\_\_\_\_ refers to travelling within your own country's borders.
- A. International travel
  - B. Foreign travel
  - C. Travel agent
  - D. Itinerary
  - E. Domestic travel
- 1.9 This is an official government document that certifies the identity and citizenship of an individual and grants the person permission to travel abroad.
- A. Visa
  - B. Foreign currency
  - C. Passport
  - D. Itinerary
  - E. Travel agent
- 1.10 Indicate which effect will jet lag have on a traveller.
- A. Fatigue
  - B. Disorientation
  - C. Dehydration
  - D. Discomfort in the legs and feet
  - E. All the above

**QUESTION 2**

**[20]**

- 2.1 Differentiate between the three (3) directions of formal communication channels that exist in an organisation. **(6)**
- 2.2 Seblon Shipingana wants to start a business and comes to you for advice on how to go about it. He just knows he wants to do business, beyond that he has no idea what to do. You as an Administrative Management student have a better understanding of what one needs in order to engage in a business. Briefly advise Sipiwe on any five (5) “factors of production” that are the inputs available to supply goods and services in an economy. **(10)**
- 2.3 The order of precedence is concerned with ensuring that such seniority is observed where it is due. Stipulate the specific occasions at which the “order of precedence” is practice when people gather at functions. **(4)**

**QUESTION 3**

**[20]**

- 3.1 National symbols are very important in the promotion of national identify of a country. List any five (5) common official national symbols. **(5)**
- 3.2 One of the responsibilities of a Management Assistants to do introductions of clients and business associates. Discuss how he/she can go about when making introductions. **(10)**
- 3.3 Discuss five (5) characteristics of the communist economic system. **(5)**

**QUESTION 4**

**[20]**

- 4.1 Mario Shilongo wants to start his own sole trader named Mario's Barber Shop in the area where he resides. He has learned that you are an Administrative Management 1B student at NUST and wants to find out from you what are the five (5) disadvantages of starting a sole trader business. **(5)**
- 4.2 The world is constantly changing. Businesses are always coming up with new ways of conducting business opportunities with customers. Distinguish between the primary, secondary and tertiary sectors of the economy and provide suitable examples. **(6)**
- 4.3 Discuss five (5) advantages of a mixed economic system. **(5)**
- 4.4 Examine an "Entrepreneur" in detail and provide a suitable example. **(4)**

**QUESTION 5**

**[20]**

Your manager, Dr Namabanda, is planning to go on a trip abroad and you, as his Personal Assistant must see to it that all the necessary arrangements are done well in advance.

- 5.1 Distinguish between three (3) advantages and three (3) disadvantages of air travel. **(6)**
- 5.2 Discuss any five (5) of your responsibilities as his Personal Assistant, before Dr Namabanda will embark on his journey abroad. **(5)**
- 5.3 Management Assistants needs to be familiar with the terminology used when organising and planning a business trip for your manager. Examine the terms "itinerary" and a "travel agent". **(6)**
- 5.4 Discuss three (3) techniques that Dr Namabanda may use to reduce jet lag. **(3)**