



NAMPIBILIA 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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COURSE: Administrative Management 1B	COURSE CODE: AMM521S
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1st OPPORTUNITY EXAMINATION QUESTION PAPER	
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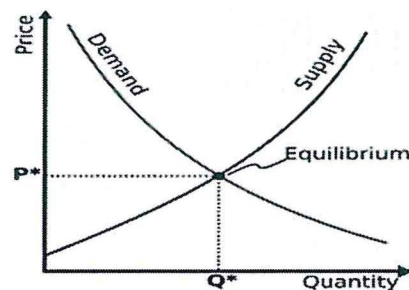
INSTRUCTIONS
a) Answer ALL the questions and start each question on a new page. b) Read all questions carefully before answering. c) Number answers according to the numbering structure provided in the question paper.

THIS QUESTION PAPER CONSISTS OF 5 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 On his second day of the job, Jeff's manager must show him how to process a return from a customer, because Jeff is unfamiliar with the process. Indicate which type of communication is taking place in this scenario.
- A. Downward
 - B. Formal
 - C. Horizontal
 - D. Upward
 - E. None of the above
- 1.2 Indicate which concept are being referred to when MTC Namibia and TN Mobile from Telecom Namibia tries to sell various data bundles or airtime to their Namibian customers.
- A. Factors of production
 - B. Competition
 - C. Consumer goods
 - D. Free goods
 - E. Capital goods
- 1.3 _____ is the process of transmitting information from one person to another to create a share understanding.
- A. Grasping
 - B. Reacting
 - C. Communication
 - D. Feedback
 - E. Barriers
- 1.4 Select which option from the list below is not a characteristic of a traditional economy.
- A. They rely on hunting and fishing
 - B. They use barter and trade
 - C. They often live in tribes
 - D. They have a strong money system
 - E. None of the above
- 1.5 In the relationship between supply, demand and price, select which effect will the price have on the demand have if the supply is equal to the demand during a specific season.
- A. Prices will rise over time
 - B. Prices will remain stable over time
 - C. Prices will fall over time
 - D. Price will not change
 - E. There will be no effect on the price
- 1.6 Deloitte and Touche is an example of a:
- A. Sole Trader
 - B. Partnership
 - C. Public company
 - D. Private company
 - E. Close corporation



- 1.7 _____ are passports that are issued to top ranking government officials, and they are in a maroon colour covering.
- A. US passport
 - B. Diplomatic passport
 - C. South African passport
 - D. Foreign passport
 - E. Namibian Passport
- 1.8 A close corporation usually have:
- A. 2-20 members
 - B. 1-50 members
 - C. 7 or more members
 - D. 1-10 members
 - E. None of the above
- 1.9 _____ refers to the conduct by government officials of relations and negotiations between states.
- A. Diplomacy
 - B. Patriotism
 - C. Deportment
 - D. Emblem
 - E. None of the above
- 1.10 In this flight classification passengers are provided with snacks and soft drinks. The seats are close together and fewer flight attendants are available to serve the customers.
- A. Economy class
 - B. Business class
 - C. Super business class
 - D. Exclusive class
 - E. None of the above

QUESTION 2**[20]**

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

- 2.1 Internal written communication and external written communication **(4)**
- 2.2 Free goods and economic goods **(4)**
- 2.3 Official order of precedence **(4)**
- 2.4 Entrepreneur **(4)**
- 2.5 Key points to remember when compiling an itinerary of a traveller. **(4)**

QUESTION 3**[30]**

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 You are the Personal Assistant to Ms Sanet Steenkamp from the Ministry of Education, Arts and Culture and has been tasked by her to draft a formal business letter to inform the various schools of upcoming campaign to create awareness amongst learners on teenage pregnancies. Name and discuss the guidelines that you must keep in mind when drafting this letter. **(8)**
- 3.2 Communication channel is the medium used to transmit a message from the sender to the receiver and it is critical that the most appropriate channel is used if the message is to be effective. Differentiate between the three (3) directions of formal communication channels that exist in an organisation and provide suitable examples. **(6)**
- 3.3 Each economic system has its unique characteristics. Discuss six (6) characteristics of the market economic system. **(6)**
- 3.4 Factors of production are inputs needed for the production process to take place. Name and discuss the five (5) factors of production. **(10)**

QUESTION 4

[20]

A relative of yours, Jose Eiseb would like to start his own business and has decided on a partnership. He has heard that you are an Administrative Management 1B student and you have learned about various type of businesses. Answer the questions that follow.

- 4.1 Explain to him in detail what a “partnership” is. **(4)**
- 4.2 The world is constantly changing and comes with new ways of doing business. Contrast between the primary, secondary and tertiary sector and provide suitable examples. **(6)**
- 4.3 Differentiate in table format between a private company and public company by distinguishing between their 1) number of members, 2) name, 3) availability of financial information, (4) listing on the stock exchange, (5) meetings. **(10)**

QUESTION 5

[20]

Your manager, Mr Hijamita, 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 Management Assistants needs to be familiar with the terminology used when organising and planning a business trip for your manager. Examine the terms “domestic travel” and “international travel”. **(6)**
- 5.2 Examine three (3) advantages and three (3) disadvantages of air travel. **(6)**
- 5.3 One of the primary documents for international travel is the passport. When travelling internationally, you might need a visa in addition to a passport. Distinguish between a passport and a visa as two essential travel documents that travellers are required to have. **(4)**
- 5.4 All travellers should be sensitive to other people’s cultures. Discuss a few tips that travellers should remember and help them to integrate on their journey. **(4)**