



JUNE 2012 EXAMINATION

DATE: 4 JUNE 2012

TIME: 09H00 – 12H00

TOTAL: 100 MARKS

DURATION: 3 HOURS

PASS MARK: 40%

(WH-77)

ADMINISTRATIVE MANAGEMENT

THIS EXAMINATION PAPER CONSISTS OF 2 SECTIONS:

SECTION A: CONSISTS OF 1 QUESTION
ANSWER THE QUESTION (25 MARKS)

SECTION B: CONSISTS OF 5 QUESTIONS
ANSWER ANY THREE OF THE QUESTIONS (75 MARKS)

INSTRUCTIONS:

1. Read the following instructions *carefully* before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers *exactly* as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall *after* the examination has taken place.

SECTION A

(25 MARKS)

ANSWER THE QUESTION

QUESTION 1

- (a) You own your own engineering company with a workforce of 75 employees.

Explain why you think planning is important to your business. (10)

- (b) Describe the processes you can teach your long-service subordinates that would be helpful to them when involving them in the planning process.

(15) [25]

[25]

SECTION B

(75 MARKS)

ANSWER ANY THREE OF THE QUESTIONS

QUESTION 1

- (a) List the issues you need to consider when designing a workstation. (4)
- (b) Explain *facilities management*. (11)
- (c) You have been instructed to conduct the needs assessment for your department's new offices on the 15th floor.
- Describe the factors you will look at when planning how and where the workstations should be positioned. (10) [25]

AND / OR

QUESTION 2

- (a) Explain the term *sick building syndrome*. (5)
- (b) Highlight some of the symptoms and physical causes of sick building syndrome. (20) [25]

AND / OR

QUESTION 3

- (a) Provide a brief definition of the *virtual office*. (5)
- (b) Discuss in detail some of the advantages and disadvantages of a virtual office. (20) [25]

AND / OR

QUESTION 4

- (a) Explain the term *departmentalisation*. (5)
- (b) Distinguish between the different forms of departmentalisation. (20) [25]

AND / OR

QUESTION 5

- (a) i. Briefly define *diversity* and explain how it affects the workplace. (4)
- ii. Briefly discuss the cultural dimension of *individualism* versus *collectivism*. (6)
- (b) It is quite difficult to provide watertight ethical rules to apply to all situations because situations differ from one business to another.

Discuss some of the general guidelines that can help managers to assess the ethical implications of their decisions and behaviour. (15) [25]

[75]

Section A: 25 marks

Section B: 75 marks

TOTAL: 100 MARKS