



NOVEMBER 2013 EXAMINATION

DATE: 4 NOVEMBER 2013

TIME: 09H00 – 12H00

TOTAL: 100 MARKS

DURATION: 3 HOURS

PASS MARK: 40%

(WH-77)

ADMINISTRATIVE MANAGEMENT

THIS EXAMINATION PAPER CONSISTS OF 4 SECTIONS:

<u>SECTION A:</u>	CONSISTS OF:	
	(i) 10 MULTIPLE-CHOICE QUESTIONS	(10 MARKS)
	(ii) 5 TRUE OR FALSE QUESTIONS	(10 MARKS)
	(iii) 10 MATCHING-STATEMENT QUESTIONS	(10 MARKS)
	ANSWER <u>ALL</u> THE QUESTIONS	
<u>SECTION B:</u>	CONSISTS OF 1 SHORT QUESTION	
	ANSWER THE QUESTION	(10 MARKS)
<u>SECTION C:</u>	CONSISTS OF 4 LONG ANSWER QUESTIONS	
	ANSWER <u>ALL</u> THE QUESTIONS	(40 MARKS)
<u>SECTION D:</u>	CONSISTS OF 2 INTERPRETATIVE QUESTIONS	
	ANSWER <u>ONE</u> OF THE QUESTIONS	(20 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**(30 MARKS)****ANSWER ALL THE QUESTIONS****(i) MULTIPLE-CHOICE QUESTIONS**

Choose the correct option for each of the following. Write only the question number and your chosen answer. For instance, if you think that the correct answer for number 1 is (a), then write it as 1. (a).

1. Which of the following is an organisational barrier to effective communication?
 - (a) boredom
 - (b) source
 - (c) channels
 - (d) hierarchical levels

2. This quality shows that you are able to do more than your normal routine task of waiting for instructions.
 - (a) loyalty
 - (b) initiative
 - (c) creativity
 - (d) dedication

3. A proposal made by a member of a meeting for discussion at the meeting is known as a:
 - (a) counter proposal.
 - (b) motion.
 - (c) amendment.
 - (d) addendum.

4. A type of meeting that is open to anybody who may wish to attend.
 - (a) private meetings
 - (b) public meetings
 - (c) annual general meetings
 - (d) board meetings

5. To make a deliberate decision not to vote is to:
 - (a) abstain.
 - (b) appeal.
 - (c) deadlock.
 - (d) amend.

6. A situation where there is an equal number of votes for and against a proposal is called a:
 - (a) consensus.
 - (b) casting vote.
 - (c) deadlock.
 - (d) motion.

7. For effective business report writing, the writer should avoid:
 - (a) emotional expressions.
 - (b) good language use and tenses.
 - (c) objective reporting.
 - (d) concise and clear reporting.

8. The values and principles that guide how individuals should behave are known as:
 - (a) objectives.
 - (b) stereotypes.
 - (c) power.
 - (d) ethics.

9. _____ is not an element of culture.
 - (a) Religion
 - (b) Work
 - (c) Law
 - (d) Language

10. _____ is one of the most common diversity problems.
 - (a) Accountability
 - (b) Consensus
 - (c) Prejudice
 - (d) Responsibility

[10]

(ii) TRUE OR FALSE QUESTIONS

Indicate whether the following statements are True or False. Motivate all your answers.

1. Administrative management encompasses the process of planning, organising and controlling all information-related activities.
2. In previous years, administrative management was not implemented as a separate organisational function as it is today.
3. The administrative function does generate income for the organisation.
4. The administrative manager must stay abreast of any development in the administrative and technological field.
5. The alphabetical filing system is arranged strictly according to numbers. [5 × 2 = 10]

(iii) MATCHING-STATEMENT QUESTIONS

Match the terms in Column B to the statements in Column A. Write down the answers only, for example 1. (a).

Column A	Column B
1. important records that the organisation cannot function without	(a) office manuals
2. the means by which a message travels from a source to a recipient	(b) alpha-numerical system
3. the translation of the received stimuli into an interpreted meaning	(c) grapevine
4. informal communication channel	(d) upward communication channels
5. feedback of information from lower levels in the organisation to upper levels	(e) useful records
6. messages sent from managers to employees	(f) channel
7. using computers to file documents	(g) automated
8. developed to acquaint employees with policies and regulations	(h) decoding
9. a combination of the alphabetical and numerical systems	(i) downward communication channels
10. records necessary for the smooth running of the organisation	(j) essential records

[10]

[30]

SECTION B: SHORT QUESTION

(10 MARKS)

ANSWER THE QUESTION

QUESTION 1

- (a) An effective information system should satisfy certain requirements. What characteristics must the information system have to be effective? (5)
- (b) An investigation to determine whether there is a need for an information system requires you to answer certain questions. List five of these questions. (5) [10]

[10]

SECTION C: LONG ANSWER QUESTIONS

(40 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1

Office manuals contain written procedures and methods. List the advantages of office manuals.

[10]

QUESTION 2

Discuss the benefits of the electronic office and provide examples of electronic office applications.

[10]

QUESTION 3

(a) A needs assessment should be done when planning how and where workstations should be positioned. What should be assessed?

(10)

(b) What should you consider when designing a workstation?

(5) [15]

QUESTION 4

To be an effective communicator you must understand the guidelines for effective communication. List five guidelines to improve communication skills.

[5]

[40]

SECTION D: INTERPRETATIVE QUESTIONS

(20 MARKS)

ANSWER ONE OF THE QUESTIONS

QUESTION 1

You are the administrative manager of an organisation. You are confronted with a problem that can affect the existence of the organisation. Your superiors expect you to resolve this problem because it can affect the organisations profit, quality of service and create tension among the staff.

Discuss how you will solve the problem. In your response, cover the following important points:

- (a) Diagnose the problem. Explain the causes and symptoms. (5)
- (b) Analyse your organisations environment and relevant factors. (4)
- (c) Identify the actual problem. (4)
- (d) Develop alternative solutions. (5)
- (e) Choose the best alternative to solve the problem. (2) [20]

OR

QUESTION 2

One of the tasks of the administrative manager is to determine in advance what objectives the organisation wants to achieve and what should be done to achieve these objectives. As the administrative manager of your department, you are required to plan in order to determine the objectives for the department. Describe how you will go about the planning process. In your response, include the following:

- (a) Steps in the planning process. (10)
- (b) Develop five different types of objectives. (5)
- (c) The requirements that the objectives have to meet in order to be of value (5) [20]

[20]

**Section A: 30 marks
Section B: 10 marks
Section C: 40 marks
Section D: 20 marks
TOTAL: 100 MARKS**