FEEDBACK TUTORIAL LETTER

2nd SEMESTER 2019

ASSIGNMENT 1

ADMINISTRATIVE MANAGEMENT 1B

AMM521S
QUESTION 1

Choose the correct option and write symbol next to the question number.

1.1 C. Planning, composing, editing, proofreading and publishing
1.2 D. Nodding your head in agreement
1.3 D. All the answers are correct
1.4 C. Ask your manager for his/her hotel preferences such as price range and type of room
1.5 D. The grapevine
1.6 B. Gross Domestic Product
1.7 B. Five
1.8 B. Diplomatic passport
1.9 D. Greenwich Mean Time
1.10 A. The problem of meeting every one's needs
Communication is central to almost all forms of life. Humans, animals and insects use communication to express themselves and to maintain order in their interactions.

2.1 Discuss the term ‘communication channel’ and illustrate with an appropriate example. (4)

- Kaisara, 2017 states that a communication channel is the medium that the transmitter (sender) of the message uses when sending a message to the receiver.
- It is important that before a message is sent, the sender should choose the appropriate channel if the message is to be effective.
- A breakdown in information flow, due to the poor choice of medium can easily lead to misinformation, workers being confused on what is expected of them, and ultimately affecting productivity and the smooth operating of the organisation.
- Examples include face-to-face interactions, radio, television, internet, music storytelling and drama (4 x 1)

2.2 Differentiate between the three (3) directions of formal communication channels that exist in an organisation. (6)

**Upwards/forward:** Where a subordinate communicates his/her grievances about a certain employee within her department to her manager

**Backwards/downwards:** Where a manager communicates the organisational guidelines, goals, policies and any work-related matters to a subordinate.

**Sideways/horizontal:** Where two colleagues on the same level of authority communicate with each other within an organisation. Example: When the accounting manager communicates to the purchasing manager the dollars available for purchases in the current month according to Kaisara, 2017. (3 x 2)
Today's Management Assistants are required to produce a wide range of business correspondence, such as e-mails, letters, reports, press releases etc. You work for the Director of HR, Ms P Lizasi at Telecom Namibia and she has requested you to draft a letter to Mrs R Dunaiski who was the unsuccessful applicant for a position of IT Specialist which appeared in the Namibian of 14 October 2018. Her postal address is PO Box 20, Tsumeb. Telecom Namibia's address is Private Bag 1123, Windhoek.

Telecom Namibia
Private Bag 1123
Windhoek
30 October 2018

PO Box 20
Tsumeb

Dear Ms R Dunaiski

RE: APPLICATION AS IT SPECIALIST

We regret to inform you that Telecom will not be pursuing your application for this position. Though your qualifications are impressive, the selection process was highly competitive, and we have decided to move forward with a candidate whose qualifications better meet our needs at this time.

We thank you for your interest in our organisation and wish you all the best in your future endeavours. We would like to encourage you to apply again in future if a suitable position becomes available.

Yours sincerely

Ms P Lizasi
Director of HR
3.1 Countries practice various types of economic systems. State the three (3) qualities of the mixed economic system according to Amadeo, 2016.

- It offers the protection of private property
- It allows the market economy laws of supply and demand to determine prices
- It's driven by the motivation of individual self-interest (Amadeo, 2016)  
(3 x 2)

3.2 Restate six (6) advantages and two (2) disadvantages of a mixed economic system offers.

Advantages according to Kaisara 2017 includes the following:
- It efficiently allocates goods and services where they are needed (demand and supply dictate prices)
- The most efficient producers reap the benefits of higher profits – from customers who also get value for money.
- It encourages innovation to meet customer needs more cheaply and efficiently
- It automatically allocates capital to the most efficient
- It minimises the disadvantages of market economy and protects some weaker entities where necessary
- It protects national strategic industries from potential abuse or takeover by undesirable foreign competitors
- It can provide bailouts and certain financial assistance to companies in need of assistance.  
(6 x 1)

Kaisara 2017 states the following disadvantages a mixed economic system
- Powerful organisations can lobby government for tax breaks and bailouts
- Many mixed economies tend to lean more towards government control and less toward individual freedoms  
(2 x 1)

3.3 Human have consistently sought newer and better ways of improving their conditions around them. Distinguish between free goods and economical goods and give appropriate examples.

The Business Dictionary (2019) defines free goods as plentiful items that are freely available in limitless quantities to be used by humans. The people using it does not need to get permission from anybody to use the items. Examples of free goods are sand, air, ice at the north and south poles.  
(3x1)

Economical goods require human effort to extract these rare resources according to the Business directory (2018) Individuals are willing to pay a price to receive these items and to satisfy their requirements. Examples of economic goods are vehicles, food and clothing according to the Business Dictionary 2019.  
(3x1)
References


Kaisara, G. (2017). Administrative Management 1B Study guide Centre for Open and Lifelong Learning, Windhoek