FEEDBACK TUTORIAL LETTER

2nd SEMESTER 2019

ASSIGNMENT 1

ADMINISTRATIVE MANAGEMENT B

AMM621S
FEEDBACK LETTER NO. 1 FOR SECOND SEMESTER 2019

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September 2019
Dear Students

This was the first assignment, which will contribute towards your final semester mark. I hope you are happy with your mark. If not, please work towards getting a better mark so as to reduce the pressure during the upcoming exams.

My impression upon the completion of the marking can be expressed as follows

I. Generally the answers were accurate and according to the notes in your study guide, indicating that you did study the notes as provided. However, I also found that most of your answers seemed to be lifted from the study guide and given without any paraphrasing. This makes it rather difficult to ascertain if you studied and internalised the notes, or just copied and pasted. I hope that you take time to study the material.

II. Some answers were totally not relevant to the questions asked. Please make sure to study the question and understand what is asked of you before you attempt the said question.

Students are once again reminded to study the relevant chapters in your study guide.

I wish you good luck for the examination.

COMMENTS ON ASSIGNMENT 1

ASSIGNMENT 1 [50 Marks]

1. What is an organisation’s most important resource? Motivate.
   People. The performance of all other resources depends on the capacity of the people. [2]

2. Fully define the meaning of “noise”, and differentiate it from “sound”.
   Noise can be unwanted sound, but noise can also mean internal mental processes that cloud or interfere with someone’s thinking. Sound, on the other hand, is what we hear. [4]

3. The following is a vision statement of a company;

   “Develop, deploy, and manage a diverse set of scalable and strategic knowledge management tools to serve our customers, improving the possibility of overall satisfaction among our diverse customer profiles.”

   Keeping in mind the requirements of a good vision statement, revise this vision statement [3]
There is no one correct answer, but keeping in mind the qualities of a good vision statement, consider the following example:

To be the premier Knowledge Management service provider in the industry

4. As a student registered for BIA, write an objective that meets the SMART criteria. [2]
   To always attain at least 60% CA mark in every semester for each course I take.

5. Jane has been working for your company, and she tells you that her husband is applying for an advertised post in the company as well. What potential staffing challenge arises from this situation? Discuss how you could handle such a situation. [5]
   The staffing challenge is perceived nepotism that might arise. However, it would be wrong to deny the husband an opportunity simply because he is her husband, that is not fair. The company can ensure that (i) Jane is not involved in the recruitment process (ii), that if he is hired, he doesn’t work in the same department with her, (iii) and none of them should be put in a situation where one supervises the other.

6. There is a debate whether the supervisor should be very friendly with his subordinates or not. Debate this issue. [4]
   The supervisor should strive to strike a balance between the two. If s/he is too aloof, that would negatively affect how they relate with employees. On the other hand, if they become too friendly, there can be loss of respect that arises.

7. Discuss the floor cover you would use for the office block housing top management. Discuss two reasons for your answer. [5]
   Carpets would be ideal, because it can absorb sound therefore reducing distractions caused by footsteps, and it can easily be changed should the need arise.

8. Which administrative function is leads to the formation of different functional areas? [2]
   - Organising, as it aligns or groups related functions together

9. Fully discuss the meaning of delegation. [2]
   - The passing of some duties, along with the necessary authority, from a senior to a junior staff member or subordinate.

10. Can a security officer at NUST refuse the Vice-Chancellor entry into a building? Motivate your answer. [4]
    Yes he can, because he is using his authority that is tied to the position that he is holding.
11. You are a manager of XYZ Enterprises. You realise that your team is demotivated, undisciplined, and disrespected the previous manager due to his qualifications. What three forms of power would you use to address the situation? Indicate what power you would use to address each of the three problems.
   Demotivated: reward power to incentivise performance
   Undisciplined: coercive power to instil discipline, although other forms can also work
   Disrespected: referent power, although coercive may be needed.

12. List any two consequences of a manager failing to delegate.
   Employees are robbed of an opportunity to grow, and the manager is overloaded, etc.

13. Is taking regular breaks a good management technique? Yes or no? Motivate.
   Yes it is, as fatigue can interfere with good decision making.

14. Using your own understanding of a mission statement, develop an improved mission statement for NUST.
   There is no one single answer. What I wanted to see here are the priority areas you would include in your mission statement. These include stakeholders, research, environment, technology, accessibility.

15. Which is the most important administrative function? Motivate.
   Planning, because it precedes all other functions and sets the tone for the future.

Advice

By now you know how you performed in this assignment. You can strive to improve or maintain your standards, depending on your mark and personal goals. Hopefully you will do even better in next assignments. Please study to understand, not only to remember.

Use this to study and prepare for the examinations. All units have to be studied. Attempt to write the first opportunity. Writing second opportunity automatically puts you under pressure.

The total marks for the examination are 100.

Your first 10 minutes after receiving the examination paper should be spent familiarising yourself with the questions. Make sure you give the answer to the question set by the examiner. Students sometimes fail because they do not answer the question. Note words like List, Discuss, Analyse, and then answer accordingly.
Start soon and follow a study plan: Develop a formal schedule allowing you to start reviewing your work well in advance of the examination date. Doing smaller sections of the work at regular intervals over a period of time aids the quality of the recall and it also lessens the stress you may experience on the day.

Should you have any further queries please contact my at the telephone or e-mail stated below.

We wish you success in the November 2019 examination session.

Godwin Kaisara

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