FEEDBACK TUTORIAL LETTER

2nd SEMESTER 2019

ASSIGNMENT 2

ADMINISTRATIVE MANAGEMENT B

AMM621S
CENTRE FOR OPEN AND LIFELONG LEARNING

BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION

ADMINISTRATIVE MANAGEMENT B (AMM621S)

FEEDBACK LETTER NO. 2 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 2

ASSIGNMENT 2 [50 Marks]

1. The front office is made up of two main components. Name the two components. [2]
   
   • The front office personnel, and the office environment itself.

2. There are two issues (criteria) that you should consider when determining priority of work. Discuss them. [4]
   
   • Urgency of the work (how soon is it needed), and its importance (what is the impact of doing this work, or not doing it).

3. You realise that your manager is always overloaded with work, and therefore you suggest that she delegates some of the work. She is not sure what kind of work to delegate. Advise her which of her work she could delegate, and give two good reasons for that. [6]
• She should preferably delegate the type of work that she is good at [2], because it would allow her to supervise and give guidance if the subordinate needs help [2], and it frees her up to take up a more challenging and enriching activity [2].

4. What is the name of the condition that may develop in employees, whose symptoms include runny nose, skin irritations, etc. [2]
• Sick building syndrome.

5. Read the following case study and answer the questions that follow;

Your job in this Department is to assist recipients of substance abuse grants. It involves working with customers face-to-face each day. Since there are many recipients of these grants, it is impossible to know all of them personally. Due to recent budget cuts, some of the grantees have been eliminated. Some of the discontinued recipients have been calling you. They are extremely upset and have even screamed at you. One even threatened to get even since you ruined his life. You ignore these calls and threats, attributing the behavior to the situation of losing their livelihoods. In fact, you actually feel sorry for them and decide you would also be upset if you lost your program. One morning, you are sitting in your office and a man bursts in and starts waving a gun at you. You do not recognize him. He starts screaming, “It’s time to get even and don’t act like you don’t know what I’m talking about!”

5.1 Was it possible to avoid this situation in the first place? Motivate.
• Yes [1], because as the office administrator, as soon as receive any threats, it is your duty to report such threats so that the organisation can be better prepared for such.

5.2. How would you handle such a situation?
• Acknowledge that the client is upset, apologise if the organisation might have offended him in any way. Try to calm the client, and invite him for a chat. At the earliest possible chance you get, call supervisors and security personnel. Never argue with an irate person.
6. Playing music in the office is good. Motivate for or against this statement
   - *Soft music is good as it might be relaxing, but loud music is bad as it distracts others and creates a rather unprofessional atmosphere.*

7. What main disadvantage of open plan offices could arise in winter.
   - *Communicable diseases like flu tend to spread much faster.*

8. Is it good to use reward as a form of motivation? Motivate your answer.
   - *It is good, as it has been seen to improve motivation. However, the downside is that for rewards to have the same effect, they have to keep being increased. For example, if you reward someone with N$100, next time you might need to give them more than N$100 for them to be happy and motivated as before. Hence rewards are good, but must be used judiciously.*

9. Using your knowledge of Namibia, discuss any two challenges that face telecommuters.
   - *Telecommunications costs are among the most expensive in the world, so it’s not easy to set it up. Secondly, the digital spread is poor in Namibia, so there are few places where effective telecommuting may be practical.*

10. You have a decision to make, to choose whether to attend to an existing customer or to attend the potential customer. Fully discuss what you would do, giving reasons.
    - *There was no right or wrong answer here, it was about your logic. You could have argued that you choose an existing customers as you know that they are far much more likely to buy from you, and retaining them is much more important that trying to gain another customer at their expense. On the other hand, depending on the situation, your customer already knows you very well, so they might be more understanding when you ask them to excuse you so that you can attend to the new customer. It’s all about judgment.*

11. As an administrative manager, discuss two ways that you could use to handle temporary staffing needs.
• You can either use your employees overtime and pay them accordingly, or you can use temporary hires.

12. Discuss any two advantages of using promotion as a recruitment tool. [4]
   • It motivates internal staff to work hard so that they could be considered for promotions, and it gives you employees who are already familiar with the organisation, meaning less training costs are incurred.

13. In office design, we agreed that we “should not sacrifice aesthetics at the altar of Functionality”. Fully discuss the meaning of this statement. [3]
   • It means that the beauty elements of the office should not ignored or disregarded when designing the functional elements of an office.

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 me at the telephone or e-mail stated below.

We wish you success in the November 2019 examination session.
Godwin Kaisara

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