

**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

DEPARTMENT OF MANAGEMENT

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE CODE: BAP521S	COURSE NAME: Business Applications 1B
SESSION: November 2019	PAPER: Practical
DURATION: 2 Hours	MARKS: 100 Total

FIRST OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Deoni Olivier
MODERATOR:	Lindie Beukes

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read questions carefully before answering.3. Make sure your name, surname, question number and the date appear in the Header or Footer of your documents.4. Give special attention to the manuscript instructions.5. Print questions 1, 3 and 5 and save all the questions in the folder on your desktop.

PERMISSIBLE MATERIALS

1. Calculator, ruler, pencil and eraser

THIS QUESTION PAPER CONSISTS OF 8 PAGES (Including this front page)

QUESTION 1 – TABLE OF CONTENTS

20 MARKS

Please open MS Word to type the following document. Follow the instructions carefully and pay special attention to the manuscript signs that follow. **PROOFREAD YOUR DOCUMENT** before printing. Font of document is Times New Roman with a Font size of 12, unless indicated differently.

Type the following cover page with the details below:

Your name and surname
Business Applications 1B
November 2019 Exams

Centre horizontally & vertically
font: Bookman Old Style, font size 14 & bold

On the 3rd page type the following document:

ROBOTS ARE THE FUTURE - font size 16, centre.

2. Uncertainty of the future

/ thing is no one knows for certain what will happen in / future, but there are ^{several} a number of ways ~~del~~ displaced workers could survive. Here are just a few: NP

- 2.1 Re-train displaced workers
- 2.2 Move them to other jobs i/c
- 2.3 Not ~~everyone~~ ^{anyone} will work

Please justify the document
stet

1. Robots replacing humans

Robots are already starting to take jobs from hourly human workers, and ^{in full} it's going to continue. Research from McKinsey found that 45% of current jobs can ~~del~~ be automated. #

We need to stop avoiding / situation and create real solutions to help displaced workers. You can't simply put a stop on technology innovation. Bans often create worse situations than allowing people to innovate but closely watching how we innovate, and / impact to society. Many famous leaders have joined Elon Musk to start something called Open AI, a non-profit artificial intelligence (AI) research company that aims to promote and develop friendly AI in such a way as to benefit humanity as a whole. spel. del.

3. Technological innovations

don't

We know what skills will be / most useful in / future or what technology will be / most prevalent. New inventions could be introduced that turn on its head everything and require new skills. spel/irs.

Typist: • Type paragraphs in chronological order
• Paragraph headings to be typed in u/c not underlined.

Additional Instructions:

1. Modify the document according to the instructions given per heading:
 - 1.1 Main heading (heading 1): Times New Roman, font size 16, black, bold and upper case.
 - 1.2 Heading 2: Times New Roman, font size 12, upper case and black
 - 1.3 Heading 3: Times New Roman and font size 12
2. Insert a table of contents of the document on page 2.
3. Insert page numbers (bottom right corner), make sure there is no page number on page 1.
4. Be sure to add your name and surname, Question 1 and today's date to the header of the document.
5. Save as Question 1 - Your Name and Surname and print your document.

QUESTION 2 – MS EXCEL**20 Marks**

Design the following table in MS Excel and edit it accordingly. Use the font Calibri 12, unless indicated differently. Please adhere to all instructions given. Save your question as Question 2 - Your Name and Surname.

Date	Customer Name	Customer Surname	Ticket Nr	Route	Cost per Ticket	Tax
02/09/2019	Deidre	Carballo	SW001	WHK-CPT	\$4999	
05/10/2019	Andrew	Campbell		WHK-LUD	\$2500	
12/09/2019	Christopher	Walsh		Bali-JHB	\$12000	
17/11/2019	David	Hernandez			\$5,700.00	
18/11/2019	Levi	Morgan		USA-WHK	\$35000	
20/09/2019	Jenny	Weaver		AUS-CPT	\$40,000.00	
21/12/2019	Patricia	Kingston		JHB-WHK	\$4,800.00	
Tax	5%					

1. Merge and center cells A1:G1. Change heading to bold and font size 16. (2)
2. Highlight cell A3:G3 and change to bold and wrap text each cell (center horizontally and vertically). (1)
3. Autofill your ticket numbers from D4:D10. (1)
4. Calculate the tax amount for each customer. (Hint: use cell B12) (1)
5. Calculate the average, minimum and maximum for all the cost per tickets (F4:F10). (1)
6. Insert all borders to cells A3:F17. Auto fit column widths. (2)
7. Change the background colour of cells A3:F3 to Green. (1)
8. Change the tab colour of sheet 1 to Green. (1)
9. Rename sheet 1 to Salary. (1)

CHART:

1. Insert a new sheet and rename it Chart007, then change the tab colour to Red. (2)
2. Use the information in sheet 1 (B3:10 and F3:10) to create a 3-D Clustered Column Chart. (1)
3. Move the chart to the Chart Sheet. (1)
4. Change the title of the chart to Cost per Ticket. (1)
5. Save the workbook as "**Question 2 (Your Name)**" in your Exam folder on the desktop.

QUESTION 3 – MS ACCESS**20 MARKS**

Create a DATABASE and name it: **Question 3 (Your name and surname)**. Use the information provided and create a TABLE in Design View. Name the table **FNB Bank + your own name**.

CLIENT NAME	LAST NAME	ID	ADDRESS	POSITION
Bartho	Barth	820322554	PO Box 1276	Senior Graphics Designer
Amber	Agnew	805841400	Private Bag 123	Administrative Officer
Raineto	Zealand	911166983	PO Box 8756	CEO
Angelique	Kotzee	910517377	PO Box 42	Chief Social Worker
Candice	Van Wyk	904445236	Private Bag 369	Principal
Dylann	Dentlinger	865889621	PO Box 456	Senior Technician

**All data types are SHORT TEXT. Set the Primary Key at the ID.

Copy the above table and name it: **Client Final + your name** and apply the following changes:

1. Insert a field for TOWN between the fields Address and Position.
Add the following towns:

Record 1: WINDHOEK
Record 2: OKAHANDJA
Record 3: TSUMEB
Record 4: REHOBOTH
Record 5: WINDHOEK
Record 6: RUNDU
2. Ms Van Wyk resigned from her position as principal and Gillian Olavi replaced Ms Van Wyk. Her full details are Gillian Olavi (ID: 365225874), her PO Box is 42.
3. Mr Raineto's address changed to PO Box 27, Rehoboth.
4. Sort the First Name field in Ascending order.
5. Adjust the columns so that all the information appears clearly.
6. Print both tables (original and the one with amendments) in A-4 Landscape with a white Background and Alternate background colour as well as black gridlines.
7. Make sure to save your database as **Question 3 (Your name and surname)** in the allocated folder in the desktop.

QUESTION 4: MS POWERPOINT 2016**MARKS: 20**

Please create the following PowerPoint presentation using the information provided below. Follow the instructions carefully and make sure that you constantly save your work.

1. Use the Tech Dividend Design for this presentation. (1)
2. Please ensure that you have 5 slides. (They should be automatically generated by the design). On the **first slide**, change the title to "PERSONAL ASSISTANT CONFERENCE", font size 50, default font. Add By and your name and surname below the title. (2)
3. **Slide 2:** Title: Replace the existing text to GLOBAL INTELLIGENCE (Default font, bold and font size 30) (2)
4. On the same slide, change the images' colour to a Colorful-Accent 1. (1)
5. **Slide 3:** Title: Competitive Advantage (Default font, Bold and Upper case) (2)
Content: Add a clustered column chart with the following details:

	2010	2015	2019	
Computer Sales (left axis):	200	450	150	(1)
Mobile sales (left axis):	600	340	230	(1)
Change the chart style to chart style 4.				(1)

6. **Slide 4:** Change the font size of DIGITAL COMMUNICATIONS to 30 and make it bold. (1)
7. Change the email address on slide 5 to your own email address. (1)

Additional Instructions:

1. Apply the reveal transition to each slide in the presentation. The duration should be set on 01.00 and the slides should run automatically after every 4 seconds. (3)
2. Insert your name and surname in the footer of all the slides and apply slide numbers. (1)
3. Save the presentation as "**Question 4 - (Your Name)**". (1)

QUESTION 5: TEMPLATES

MARKS: 20

Open the Fax cover sheet (Professional Design) template. Use the information given below to complete the template. Please use the default font, font size and line spacing given.

Company Name: NAMDEB
Street Address: 1121 Acacia Street
City: Windhoek
Phone: 064 278 4562
Fax: 064 278 142
Website: www.namdeb.na

To: Lady May
From: Tate Boetie
Phone: 061 083 123
Fax: 061 083 142
Pages: 2
Date: Today's date
Re: URGENT MEETING
cc: Heno Smit

Typist: Type Comments Paragraph in justified line spacing.

Change to Marie Smit

Comments:

- An urgent meeting will take place on the 25th of Oct. 2019 to discuss the recruitment process for new applicants. Please ensure that all the staff members are informed and that relevant stakeholders from the respective companies are notified well in advance. Please also make sure that the agenda and previous minutes are also attached in the email that you send out.
- Please ask that all who will be participating confirm their attendance.

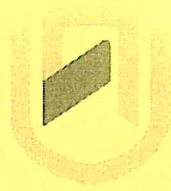
k#
NP.
spel.
NP; spel.

Regards
TB

in full
in advance.

Typist: Align paragraphs with bullets.

-> Use default line spacing!



**PAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF MANAGEMENT SCIENCES

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COURSE CODE: BAP521S	COURSE NAME: Business Applications 1B
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FIRST OPPORTUNITY EXAMINATION MEMORANDUM	
EXAMINER(S)	Deoni Olivier
MODERATOR:	Lindie Beukes

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read questions carefully before answering.3. Make sure your name, surname, question number and the date appear in the Header and Footer.4. Give special attention to the manuscript instructions.5. Print questions 1, 3 and 5 and save all the questions in the folder on your desktop.

PERMISSIBLE MATERIALS

1. Pen, pencil, ruler and eraser

THIS QUESTION PAPER CONSISTS OF 9 PAGES (Including this front page)

✓
Your name and surname
Business Applications 1B
November 2019 Exams

Table of Contents ✓

ROBOTS ARE THE FUTURE 4

1. ROBOTS REPLACING HUMANS 4

2. UNCERTAINTY OF THE FUTURE..... 4

 2.1 Re-train displaced workers 4

 2.2 Move them to other Jobs 4

 2.3 Not everyone will work..... 4

3. TECHNOLOGICAL INNOVATIONS..... 4

ROBOTS ARE THE FUTURE ✓ font size 16

1. ✓ 0/4" ROBOTS REPLACING HUMANS

✓ Justify

Robots are already starting to take jobs from hourly human workers, and it is going to continue. Research from McKinsey found that 45% of current jobs can be automated.

We need to stop avoiding the situation and create real solutions to help displaced workers. You can't simply put a stop on technology innovation. Bans often create worse situations than allowing people to innovate but closely watching how we innovate, and the impact to society.

2. UNCERTAINTY OF THE FUTURE

The thing is no one knows for certain what will happen in the future, but there are several ways displaced workers could survive.

Here are just a few:

- 2.1 Re-train displaced workers
- 2.2 Move them to other jobs
- 2.3 Not everyone will work

3. TECHNOLOGICAL INNOVATIONS

We don't know what skills will be the most useful in the future or what technology will be the most prevalent. New inventions could be introduced that turn everything on its head and require new skills.

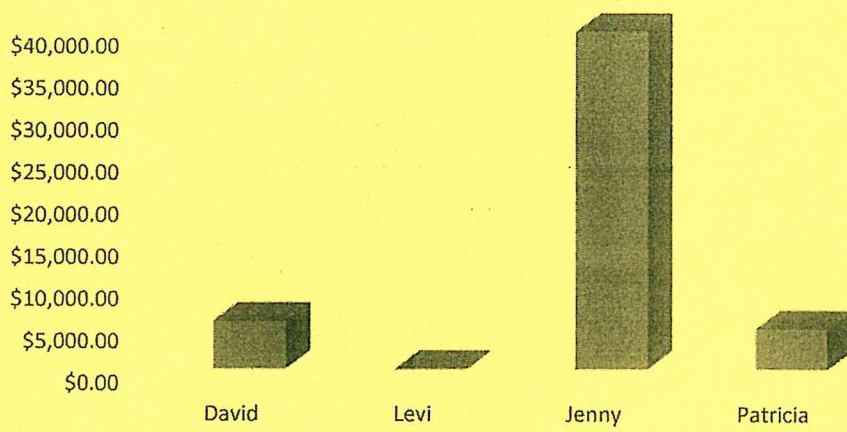
✓ Par in correct order
 ✓ Par in u/c

$$\left. \begin{array}{l} D=8 \\ A=12 \end{array} \right\} = 20$$

Air Namibia ✓						
Date	Customer Name	Customer Surname	Ticket Nr	Route	Cost per Ticket	Tax
02/09/2019	Deidre	Carballo	SW001	WHK-CPT	\$4999	\$499.90
05/10/2019	Andrew	Campbell	SW002	WHK-LUD	\$2500	\$250.00
12/09/2019	Christopher	Walsh	SW003	Bali-JHB	\$12000	\$1,200.00
17/11/2019	David	Hernandez	SW004	JHB-WHK	\$5,700.00	\$570.00
18/11/2019	Levi	Morgan	SW005	USA-WHK	\$35000	\$3,500.00
20/09/2019	Jenny	Weaver	SW006	AUS-CPT	\$40,000.00	\$4,000.00
21/12/2019	Patricia	Kingston	SW007	JHB-WHK	\$4,800.00	\$480.00
Tax	10%					
Average					\$16,833.33	✓
Minimum					\$4,800.00	✓
Maximum					\$40,000.00	✓

$$\begin{matrix} D=16 \\ A=4 \end{matrix} \} 20$$

Cost per Ticket



QUESTION 5
Client Final (Student Name and Surname) ✓

10/10/2019

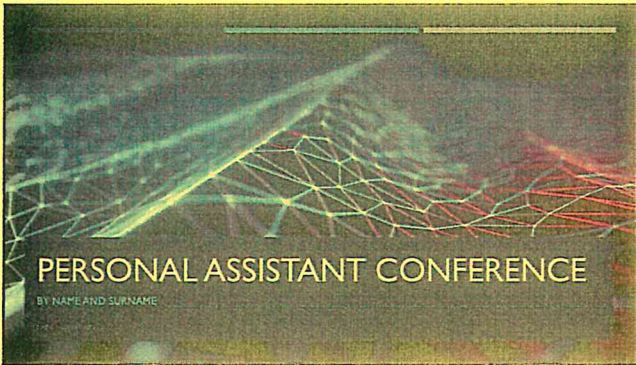
✓ soft A →

CLIENT NAME	LAST NAME	ID	ADDRESS	TOWN	POSITION
Amber	Agnew	805841400	Private Bag 123	Okahandja ✓	Administrative Officer ✓ w/c
Angelique	Kotzee	910517377	PO Box 42	Rehoboth	Chief Social Worker
Bartho	Barth	820322554	PO Box 1276	Windhoek	Senior Graphics Designer
Dylann	Dentlinger	865889621	PO Box 456	Rundu	Senior Technician
Gillian	Olavi	365225874	PO Box 42	Windhoek	Principal
Raineto ✓	Zealand	911166983	PO Box 27	Rehoboth	CEO

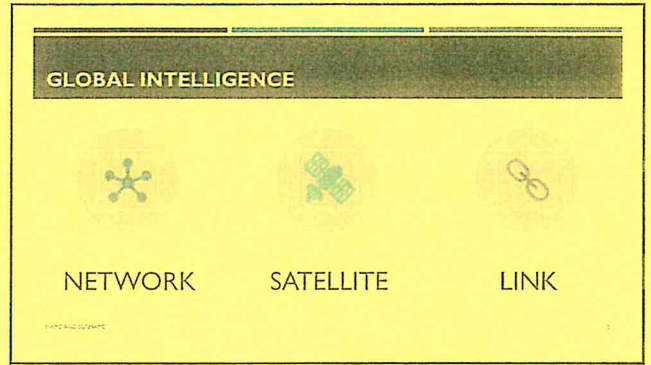
- ✓ Resize Column
- ✓ Print Landscape
- ✓ Black gridlines
- ✓ Background Colour
- ✓ Primary key (ID)
- ✓ Original Table

✓ w/c

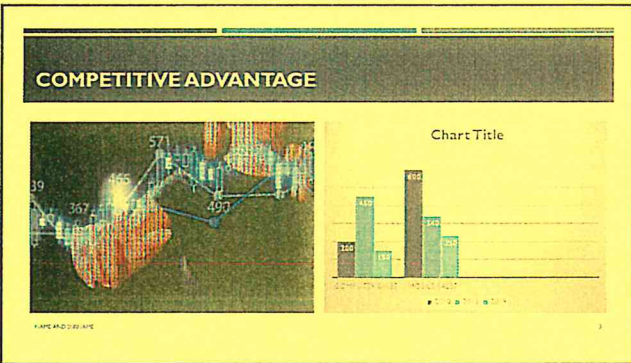
$$\left. \begin{matrix} B=14 \\ A=6 \end{matrix} \right\} = 20$$



1



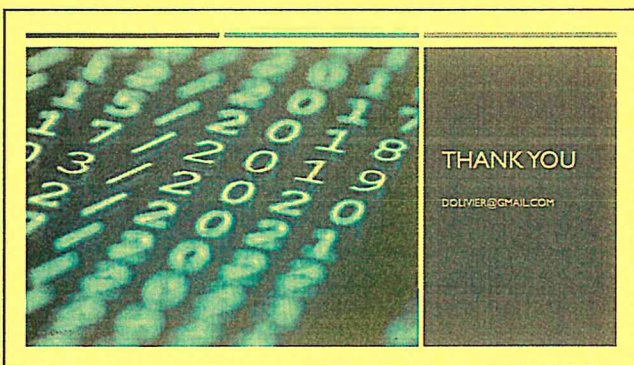
2



3



4



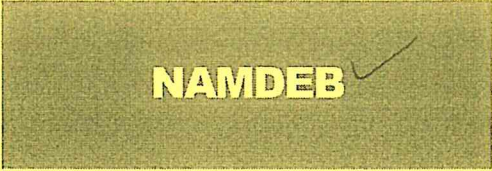
5

$$\left. \begin{array}{l} D=18 \\ A=2 \end{array} \right\} = 20$$

Name and Surname
1121 Acacia Street
Windhoek
064 278 452
064 278 142
www.namdeb.na

Question 5

November 2019



Fax

To: Lady May	From: Tate Boetie
Fax: 061 083 142	Pages: 2
Phone: 061 083 123	Date: 23 October 2019
Re: URGENT MEETING	cc: Marie Smit

x Urgent For Review Please Comment Please Reply Please Recycle

Comments:

- ✓ • ✓ An urgent meeting will take place on the 25th of October 2019 to discuss the recruitment process for the new applicants.
- ✓ • Please ensure that all the staff members are informed and that the relevant stakeholders from the respective companies are notified well in advance. Please also make sure that the agenda and previous minutes are also attached in the email that you send out.
- ✓ • Please ask that all who will be participating confirm their attendance in advance.

Regards

✓ 
✓ TB

✓ Justified

D=122
A=8 } = 20