



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE; HUMAN SCIENCE AND EDUCATION

**DEPARTMENT OF GOVERNANCE AND SCIENCES, HOSPITALITY, TECHNICAL AND
VOCATIONAL EDUCATION AND TRAINING**

QUALIFICATION: Bachelor of Business and Information Administration	
QUALIFICATION CODE: 07BBIA	LEVEL: 6
COURSE: Business Applications 2B	COURSE CODE: BAP621S
DATE: December 2025	SESSION: Practical Paper 2
DURATION: 2 Hours	MARKS: 100

SECOND OPPORTUNITY - QUESTION PAPER	
EXAMINER(S)	Ms L Tripodi
MODERATOR:	Ms P Louw

INSTRUCTIONS
<ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Make sure your name, surname, question number and the date appear in the Header and Footer.

THIS PAPER CONSISTS OF 6 PAGES (Excluding this front page)

Question 1

Total: 40

Retrieve Question 1 with the Track Changes from your folder and adhere to the instructions.

Digital Transformation

1. Introduction to Digital Transformation

The **digital transformation** of organisations has become one of the most influential forces reshaping the way we work, learn, and ~~connect-communicate~~. The integration of ~~information-Information T~~technology into everyday operations has changed how businesses approach:

Commented [LT1]: Insert Word Art (Col 2, Row 3, u/c, font size 26, cent).

Commented [LT2]: Insert as Heading 1, black, size 16,

Formatted: Font: Bold

- Efficiency
- Decision-making
- Collaboration

2. Microsoft Office Tools:

Tools such as **Microsoft Office** have become essential for managing information, producing professional documents, and maintaining effective communication across teams.

Commented [LT3]: Insert as Heading 1, black, size 16,

Formatted: Font: Bold, Italic

2.1 Managing information

2.2 Producing professional documents

2.3 Maintaining effective communication across teams

Commented [LT4]: Use the following link to insert a reference for the article:
https://www.researchgate.net/publication/389206650_Promoting_collaboration_in_the_modern_workplace_A_path_to_productivity_and_resilience

Commented [LT5]: Insert as Heading 2, black, size 14,

3. Microsoft Word as a Professional Tool

In particular, **Microsoft Word** is more than a typing tool; it is a comprehensive platform that supports the creation of academic reports, policy documents, and professional business communication

Commented [LT6]: Insert as Heading 1, black, size 16,

Formatted: Font: Bold, Italic

4. Enhancing Document Design

Features such as dropped capital letters (drop caps) not only enhance the design of a document but also draw attention to the introduction of key sections. Similarly, the use of **WordArt** allows headings and titles to stand out, making documents visually appealing while still professional.

Commented [LT7]: Insert as Heading 1, black, size 16,

Formatted: Font: Bold, Italic

5. Using Visual Elements

The following visual elements with furthermore, enhance layout and display of any document of letter:

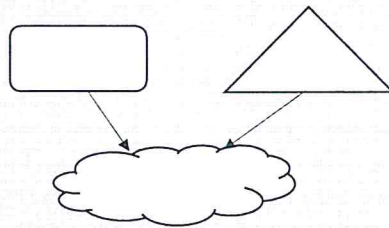
- Clip Art, Icons, and Drawings
- Watermarks
- Comments

In conclusion, mastering advanced features in Microsoft Word is not simply about learning technical skills but about understanding how these tools contribute to effective communication, professional presentation, and academic integrity.

Commented [LT8]: Insert Drop Cap, 2 lines, bold

INSTRUCTIONS:

- Type document in Arial, font size 12, s/s.
- Insert page numbers (Bottom of page – centre) except for the first page.
- Insert Digital Transformation Logo in the top left corner: size 0.98"
- Insert diagonal watermark: Transformation (u/c, default font).
- Use Automatic Table2 for the TOC.
- Insert Reference List
- Use the drawing tools and to draw the image below.
Group image as one and resize the height to 2" and centre image.



Insert the following text:

Rectangular rounded corners: Computers

Triangle: People

Cloud: Data Storage

Question 2

TOTAL: 40

Type the following Spreadsheet in one book and name “Office Solutions 2025” and adhere to the following instructions.

Sheet 1 – AdminPro Office Solutions
Sheet 2 – Office Smart Services

AdminPro Office Solutions:

	A	B	C	D	E	F
1	ServiceID	ClientName	ServiceType	ServiceDate	ServiceFee	Status
2	A001	Alpha Trading	Filing	5 January 2025	850.00	Completed
3	A002	Beta Logistics	Data Entry	12 January 2025	1,200.00	Pending
4	A003	Gamma Supplies	Reception	1 February 2025	600.00	Completed
5	A004	Delta Holdings	Filing	5 February 2025	950.00	Completed
6	A005	Omega Finance	Data Entry	10 February 2025	2,100.00	Cancelled
7	A006	Vision Consult	Typing	15 February 2025	700.00	Completed
8	A007	Nova Properties	Filing	1 March 2025	1,300.00	Pending
9	A008	Zeta Transport	Data Entry	4 March 2025	1,750.00	Completed
10	A009	Metro Traders	Typing	10 March 2025	1,150.00	Completed
11	A010	Star Insurance	Filing	18 March 2025	1,050.00	Completed
12	A011	Quick Print	Data Entry	22 March 2025	1,800.00	Pending
13	A012	Global Freight	Reception	1 April 2025	900.00	Completed

Office Smart Service

	A	B	C	D	E	F
1	ServiceID	ClientName	ServiceType	ServiceDate	ServiceFee	Status
2	B001	Orion Retail	Typing	12 March 2025	1,000.00	Completed
3	B002	Titan Services	Filing	20 March 2025	900.00	Pending
4	B003	Crest Energy	Data Entry	2 April 2025	1,600.00	Completed
5	B004	Apex Tech	Typing	8 April 2025	2,250.00	Completed
6	B005	Zenith Traders	Filing	15 April 2025	1,400.00	Completed
7	B006	Unity Bank	Reception	20 April 2025	800.00	Pending
8	B007	Prime Consult	Data Entry	25 April 2025	1,950.00	Completed
9	B008	Green Foods	Typing	2 May 2025	1,300.00	Completed
10	B009	Bright Motors	Filing	10 May 2025	1,100.00	Completed
11	B010	Sky Telecom	Data Entry	12 May 2025	2,400.00	Pending
12	B011	Aqua Services	Reception	18 May 2025	950.00	Completed
13	B012	Silver Mining	Typing	22 May 2025	1,750.00	Completed

INSTRUCTIONS:

Two office administration companies, AdminPro Office Solutions and OfficeSmart Services, provided their service records for January–April 2025. Each company’s data is stored on a separate worksheet. Students must use filtering to analyze the data and then calculate totals in the summary sheet.

1. For both tables:
 - 1.1. Insert two-line space on top and add the heading:
Sheet 1 – AdminPro Office Solutions in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).

Sheet 2 - Office Smart Service in the first line (Merge and Centre, Bold, Font Size 16, Font Arial).
 - 1.2. Insert All Borders (excluding the Main headings).
 - 1.3. Change the **Row Height**:
Column Headings - 60 pixels.
Rest of table – 45 pixels.
 - 1.4. Column Headings - bold the column headings and insert background color – White Background 1, Darker 15%.
 - 1.5. Use the correct formula to add the N\$ to all figures in the ServiceFee column, with 2 decimals.
2. Open another sheet, sheet 3 and rename it as **Service Fees - 2025**. Copy the sheet of AdminPro Office Solutions to sheet 3. Delete all columns except the ServiceID column. Add another column and name it ServiceFee. Please calculate the service fee of both companies for each ServiceID and insert the results in the ServiceFee column. Rename sheet 3 to **ServiceFee 2025**.
2. Formatting - **ServiceFee 2025** sheet:
 - 2.1. Insert two rows on top:
1st Row – Insert Heading – Service Fees – 2025 (u/c, Bold, font Comic Sans, size 16, merge & centre). Font size for the rest of the table must be size 11.
 - 2.2. Change the Row Height:
Column Headings row height – 50 pixels
Rest of rows – 45 pixels

2.3 Column Headings (Comic Sans, Bold, Font size 14) with background color of White background 1, 15%.

2.4

Use the correct formula to add the N\$ to all figures in the ServiceFee column, with 2 decimals.

Filter:

Copy the Sheet named AdminPro Office Solutions to a new workbook and rename the sheet as Original.

Copy the Original sheet six times and do the following filtering with the renaming accordingly:

3.1 Sheet 1 - Display the first top six ServiceID's

3.2 Sheet 2 – Show only the Clients who's first names contain the letter "o".

3.3 Display the service types that ends with the letter "g".

3.4 Display the service dates between 5 February 2025 - 10 March 2025.

3.5 Display only the ServiceFee greater than N\$1100.

3.6 Display only the completed statuses.

4. Insert the header for each sheet.

5. Resize all columns to fit on one sheet and print following sheets in portrait:

- ServiceFee 2025 sheet
- All filtered sheets.

Question 3

Question 3

TOTAL: 20

Retrieve the "All League Players" database and adhere to the instructions that

INSTRUCTIONS

1. Use the table "Players" to create a simple query that will display the Name, Surname and Team.
2. Use the table "All League Players" to create an action query that will display the Player ID of the players who transferred externally.
3. Use the table "Details of All League Players" and Teams. Create a joint table query that will display the players who belongs to the SKW Fc Team.
4. Use the table "Players" and "Teams". Create a Crosstab Query that display:
Player ID – Group By: Count
Crosstab: Value
Transfer Type – Column Heading
Team – Row Heading

REPORT:

Use the Action Query you created to create a report - format it as follows:

1. Delete Time and Date and insert new Date only (full date) in the Report Footer (right corner).
2. Insert a title in the header "Namibian Football"- Font Arial, Size 20, Bold, u/c, cent).
3. Insert page numbers which shows the current page and total number of pages at the bottom centre position.
4. Go to layout view and resize all columns to fit perfectly.
5. Insert Namibian Football Logo (top right corner).

Print all queries as well as the form and the report.