



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE AND SCIENCES AND MANAGEMENT SCIENCE

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE CODE: BAP511S	COURSE NAME: BUSINESS APPLICATION 1A
SESSION: JULY 2023	PAPER: PRACTICAL (PAPER 2)
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	Ms. J. Mooja
MODERATOR:	Ms. L. Beukes

<p style="text-align: center;">INSTRUCTIONS</p> <ol style="list-style-type: none">1. Answer ALL the questions.2. Read all the questions carefully before answering.3. Save your work frequently and make sure you save work in the folder created on your desktop as Question 1 with your Name and Surname.4. Make sure your Name, Surname, Question nr. and the date appear in the Header/ Footer.5. Give special attention to the manuscripts instructions.

THIS QUESTION PAPER CONSISTS OF _7_ PAGES (Excluding this front page)

QUESTION 1: SPEED AND ACCURACY : 10 MINUTES**MARKS: 20**

Type the following Speed and Accuracy Test with default margins, in 1.5 line spacing. Please make sure to enter twice between different paragraphs.

The speed and accuracy has to be typed in Courier New, with font size 12. This passage allows for speed limits of 15, 20, 25 and 30 w.p.m. The specific words per minute for this exam is **15 w.p.m.**

If you are an administrative assistant or executive assistant who works for multiple managers or executives, you need all the skills and personal attributes you would use to do some of the administrative work for one person and then the rest. Here are several qualities and skills to especially hone when supporting multiple bosses:

Assertiveness - so you can ask for what you need, coordinate and

"manage" your managers, and say "no" when appropriate. Calm

Demeanor - so you do not get frazzled when several people are coming at you simultaneously or consecutively with multiple unrelated

questions, comments, and requests. Creativity - so you can devise idea to make the work flow better and solve problems when you

initially think no alternatives (**15 w.p.m**) exist. Flexibility - so you can change tactics and schedules mid-stream or mid project when needed and re-prioritize deadlines.

Judgment - so you can apply it to your prioritization skills and in other areas such as communication. Organization - so (**20 w.p.m**) you

can find your tools and the resources to do each job quickly and in one place when you sit down to tackle a project. Problem Solving

Skills - so you can juggle assignments and manage dilemmas on your own. That is by no means a comprehensive list (**25 w.p.m**).

You could easily add a dozen more skills and attributes that you need to manage multiple bosses and other staff. For instance, even when supporting one manager or executive, you need good communication skills and time management skills.

Expand on the (**30 w.p.m**) reasons you would consider those skills and traits above important. Feel free to create your own list in your own time. Use the above as a starting point. Give some thought to what hard and soft skills you need to refresh or learn.

Question 2

MARKS: 20

Please type the following paragraphs neatly and accurately according to our typing rules.

Use margins of 1" on both sides of the document and **single line spacing**. Use the font **Arial** and a **font size of 12** for the entire document, unless indicated otherwise.

Please justify your document.

Gender-based violence

u/c, bold, Font size 14

~~Gender-Based violence~~ is a human rights issue of endemic proportions in Namibia. One out of three women have experienced or will experience gender-based violence in their lifetime. Furthermore, it is estimated that one out of five women are in an abusive relationship. u/c

3. Causes of Gender-Based Violence

Understanding the causes of intimate partner violence is a complex process since this type of violence is a product of its social context.

Although gender-based violence occurs in all socioeconomic groups, different researches concluded that gender-based-violence is more frequent and severe in lower groups of

society. While poverty is one of the key contributors to gender-based violence, other factors such as the status of women, gender norms and alcohol consumption also contribute to the large-scale occurrence of violence. del

2. Prevalance of Gender-Based Violence in Namibia

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In Namibia, gender-based violence is widespread and described as an epidemic problem. According to a police report, the most prevalent crime between January and April 2013 was rape, with 122 reported cases. However, the actual number of rapes and other incidents of gender-based violence is likely much higher as victims often choose not to report the crimes due to fear of reprisal from the perpetrator, family pressure, self-blame and societal stigma and discrimination. und

1. Different forms of Gender-Based Violence in Namibia

Gender-Based Violence "refers to all forms of violence that happen to women, girls, men and boys because of the unequal power relations between them". With this definition it follows that there is a wide range of violence that qualifies as gender-based violence. The most common forms of gender-based violence in Namibia are domestic violence and rape, followed by sexual harassment bold + ital

and forced marriages, crimes to due fear of reprisal from the perpetrator, family pressure, self-blame and societal stigma and discrimination

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4. Effects of Gender-Based Violence [In the statistics we learn about the number of cases relating to gender-based violence which is reported to the police, but the statistics do not reveal the ^{effect} impact that this violence has on family members, the community and even the Namibian society as a whole.

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INSTRUCTIONS

Type paragraphs in the correct order

Paragraphs heads should be typed in bold.

Question 3**MARKS: 20**

Use Microsoft Excel and create a spreadsheet using the information below. Please make use of the font Times New Roman and a font size 12 for the worksheet, unless otherwise indicated. Use the normal default margins for this document. Adjust the width of all the columns to make sure nothing is cut off when printing the worksheet.

1. Open an Ms Excel 2016 Workbook and save it as "JK Stationary - your name".
2. Create the following table and enter the data below into your spreadsheet.

JK Stationary			
Customer Name	Delivery Year	Town	Deliveries
Ivonne	2018	Wjndhoek	500
Diana	2019	Gobabis	200
Maria		Okahandja	300
		Rehoboth	150
Mervin		Swakopmund	600
Daniel		Karibib	455

3. Merge and centre cell A1:D1.
4. Bold, and use font 16 in cells a1 – Main Heading.
5. Select cell A2:D8 and change the font size to 14.
6. Highlight all the cells and Auto Fit the column width.
7. Select the title headings of cells A2:D2 and change the font colour to Blue.
8. Add the missing customer name: Jack in cell A6.
9. Autofill the cell in column B.
10. Select cell A1:D8 and apply all borders.
11. Rename sheet 1 to "JK Stationary".
12. Insert a new sheet and rename it "Chart". Select the data in the range of A1:D8 and create a 3D Clustered Column. Select the 1st chart option).
13. Move the chart to the Chart Sheet.
14. Change the tab colour of the sheet **JK Stationary** to Yellow and the sheet **Chart** to Blue.

Question 4**MARKS: 20**

Complete the following multiple-choice questions on E-Learning and Internet and practical question on Email. Read each question carefully before attempting it. Type your answers in Ms Word, save and make sure your name & surname, student number, question no. and the date is type in your header, and print the document.

1. Which of the following is an example of a web browser? (1)
 - a) DHP
 - b) Google
 - c) Google Chrome
 - d) Yahoo

2. LMS stands for: (1)
 - a) Library Management Service
 - b) Learning Moodle Systems
 - c) Literacy Management Services
 - d) Learning Management Systems

3. Which of the following is an example of LMS (1)
 - a) Moodle
 - b) Talent LMS
 - c) Green Board
 - d) All of the above

4. The method of exchanging messages between users on computers is called ... (1)
 - a) Protocol
 - b) Etiquette
 - c) Electronic mail
 - d) Subscription

5. HTTP stands for (1)
 - a) Host Transmission Protocol
 - b) Hyper Transmission Text Protocol
 - c) Hyper Text Transfer Protocol
 - d) Hyper Transfer of Text Performed

6. The advantage of using E-Learning is that I can still study even though I am not in a physical classroom. (1)
 - a) True
 - b) False

7. Protocol is a standard used to define a method of exchanging data over a

computer network, such as local area network, Internet, Intranet, ect. (1)

- a) True
- b) False

8. CC is a field recipients who discreetly being informed of the communication and cannot be seen by any of the other recipients. (1)

- a) True
- b) False

9. Power failure or device failure is not a problem for E-Learning. (1)

- a) True
- b) False

10. The IP addresses are used to send packets using protocols and protocol stacks from one computer (client) to the other. (1)

- a) True
- b) False

11. Using the etiquette standards you are familiar with, open you email and send an email to your colleagues (use any two colleagues from your current organisation) to invite them to the Research Day that is scheduled to take place on the 1st September 2023. Copy in Daniel (daniel@gmail.com) and Maria (maria@gmail.com), and notify Jelise (jelise@gmail.com) about the event, however, other recipients must not see that (jelise) is included in the communication. Screenshot your email, and insert the screenshot in your answer sheet, save it and print. (10)

QUESTION: 5

MARKS: 20

Open a blank PowerPoint presentation and use the information provided below to create a new presentation. Print slides in A4 Landscape.

1. Use the Organic design theme with a Violet variant colour for this presentation. (Use this theme's default font for all the slides).
2. On the 1st Title slide type the topic: **Communication skills** (centred, u/c, bold & font size 54).
- 2.1 Subtopic: By followed by your name and surname. (Default font and font size)
3. 2nd Slide
 - 3.1 Insert a Title and content slide. Type the following heading: **The Importance of Good Communication Skills** (centred, u/c, bold and font size 40). Type the following text in the content box: The ability to communicate information accurately, clearly and as intended, is a vital life skill and something that should not be overlooked. It is never too late to work on your communication skills and by doing so, you may well find that you improve your quality of life.
4. 3rd Slide
 - 4.1 Duplicate the 2nd Slide and change the topic to: **Interpersonal Communication Skills** (centred, u/c, bold and font size 40). Change your text to: Interpersonal skills are the skills we use when engaged in face-to-face communication with one or more other people.
5. 4th Slide
 - 5.1 Insert a Content with Caption slide. The title is: **Types of Communication** (centred, u/c, bold and font size 24). In the content box text type, the following: Verbal Communication: Is all about what we say, which is an important way of getting our message across. Non-Verbal Communication: Is process of sending and receiving messages without using words, either spoken or written.
 - 5.2 In the caption box insert a picture of verbal and non-verbal communication (search the picture from google chrome/internet. Centre picture horizontally and vertically.
6. Apply a **Wind** transition to your whole presentation.
7. Make sure to set your whole presentation in such a way that it will **automatically** play after 00:01:00 second, duration: 02:00
8. Insert your name and surname in the Header and apply to all slides.