



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

FACULTY OF COMMERCE, HUMAN SCIENCES AND EDUCATION

DEPARTMENT OF GOVERNANCE & MANAGEMENT SCIENCES

QUALIFICATION: BACHELOR OF BUSINESS AND INFORMATION ADMINISTRATION	
QUALIFICATION CODE: 07BBIA	LEVEL: 5
COURSE CODE: BAP511S	COURSE NAME: BUSINESS APPLICATIONS 1A
SESSION: JULY 2025	PAPER: PRACTICAL PAPER
DURATION: 2 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION QUESTION PAPER	
EXAMINER(S)	MS E.VAINO MS H.SHIVUTE
MODERATOR:	MS L. TRIPODI

<p style="text-align: center;">INSTRUCTIONS</p> <p style="text-align: center;">INSTRUCTIONS</p> <ol style="list-style-type: none">1. Answer all questions.2. Read all the questions carefully before answering.3. Make sure your name and surname, question number and the date appears in the Header and Footer.4. Give special attention to the manuscript instructions.
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THIS QUESTION PAPER CONSISTS OF 7 PAGES (Including this front page)

QUESTION 1

[20]

SPEED AND ACCURACY:10 MINUTES

Type the following passage in 1.5 Line spacing with two enters between paragraphs.
Use the font Courier New, font size 12.

The passage allows for speed limits of 15,20 and 25 w.p.m. The specific words per minute for this examination is **15 w.p.m.** Save your question as QUESTION 1.

Emotional intelligence (EI), often referred to as emotional quotient (EQ), is the ability to recognize, understand, manage, and influence our own emotions, as well as the emotions of others. Unlike traditional intelligence, which focuses on cognitive abilities such as problem-solving or logical reasoning, emotional intelligence encompasses a wide range of skills and behaviours that impact how we interact with the world around us.

At the core of emotional intelligence are five key components: self-awareness, self-regulation, motivation, empathy and social skills. Self-awareness is the foundation of emotional intelligence. It refers to the ability to recognize and understand one's own emotions and how those emotions affect thoughts, behaviours [15 w.p.m] and interactions with others. A person with high self-awareness is in tune with their emotional state and can identify what they are feeling at any given moment.

This level of awareness allows individuals to respond thoughtfully rather than react impulsively. [20 w.p.m] It also involves recognizing patterns in one's emotional responses and understanding how personal beliefs and past experiences shape current emotions.

People who possess strong self-awareness tend to have a high level of confidence and a clearer sense of their strengths and weaknesses, [25 w.p.m] which is crucial for personal and

professional growth. Self-regulation is the ability to control impulsive feelings and behaviours, managing your emotional reactions in healthy ways. It allows you to stay calm under pressure, avoid making rash decisions and adapt to changing circumstances.

Motivation in emotional intelligence refers to the inner drive to achieve goals for reasons beyond external rewards, such as personal satisfaction. It fuels perseverance and resilience in the face of challenges.

QUESTIONS 2

[30]

Type the following paragraphs accurately according to the typing rules. Please use margins of 1" on both sides of the document and **single line spacing**. Pay special attention to the manuscript instructions.
 Use the font type **Aptos(body)** and font size 12, unless indicated otherwise.
 Please justify your document.

Knowledge UIC, bold, cent, font Algerian, size 20

Knowledge is the understanding and awareness gained through experience, education, and the process of learning. It enables individuals to interpret information, make informed decisions and problem solve effectively. Knowledge can be explicit, such as facts and procedures that are easily communicated or tacit, like skills and insights developed through personal experience. As a key driver of innovation and progress, knowledge empowers individuals and organisations to grow, adapt and thrive in an everchanging world. There are different types of knowledge: NP, UIC, bold, Ital

ERS
L#

~~Knowledge is the foundation of understanding and awareness that individuals gain through learning, experience and observation. It plays a vital role in shaping how people perceive the world around them and how they respond to different situations.~~

del

3. Implicit Knowledge:

UIC, bold

This refers to knowledge that a person may not be consciously aware of but can apply in practice. It's often revealed through behaviour or performance, such as a child learning language rules without being taught grammar explicitly.

1. Explicit Knowledge:

UIC, bold
UIC
run-on

this is knowledge that is formal, codified and easy to communicate. Examples include books, manuals, data and academic theories.

↑
It can be stored, transferred and taught with relative ease making it a key component in education and training systems.

2. Tacit Knowledge:

UIC, bold
UIC

tacit knowledge is more personal, intuitive and hard to express. It includes know-how, experience-based skills, insights and instincts. For example a chef's ability to balance flavours or a craftsman's touch when working with materials comes from tacit knowledge. Knowledge also grows over time. As people explore new ideas, ask questions and challenge old beliefs, they add to what they already know. This continuous process helps individuals and societies evolve, adapt to change and solve new problems.

Typist: Arrange paragraphs in the correct order

QUESTION 3

[20]

Use Microsoft Excel and create a spreadsheet using the information below. Please make use of the font Bodoni MT 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. Create the following worksheet in a new work book:

Namibian Schools			
Schools	Year	Region	Number of Pupils
Windhoek High School	1984	Khomas	800
West Side High Secondary		Erongo	500
Delta High School	1995	Khomas	
Karibib Private High School	1999	Erongo	
Conasium High School	2000	Erongo	

2. Merge and Centre Cells A1:D1
4. Format Cell A1 to bold, upper case and font size 20.
5. Format Cells A2:D2 to bold and font size 14.
6. Autofill cells D4:D7
7. Delete the Region Erongo in cell C7 and replace it with Kavango.
8. Insert the year 1975 in cell B4.
9. Adjust the row height for A1:D1 and row height for A3:D7 to 30 pixels
10. Left align all text in cells A2:D7
11. Insert all borders to cells A1:D7

CHART

1. Insert a new sheet and rename it Chart. Use the information in sheet 1 A2:D7.
2. Insert a 3-D staked 100% Column Chart and move the chart to the chart sheet.
3. Change the chart title to Number of pupils-u/c, cent
4. Save the Excel workbook as Question 3- your student number in the header and footer.
Make sure to print out both sheet in A-4 Portrait.

QUESTION 4

[30]

Open a new sheet and type the following answers on e-learning and Internet clearly and legibly in the same order.

- 4.1 E-learning is one of the mediums used by educational institutions to provide flexible learning environments, however it also has its pros and cons. Discuss 3 advantages and 3 disadvantages of E-Learning. [6]
- 4.2 Name 4 Internet service providers(ISPs) found here in Namibia [4]
- 4.3 Professional email writing is crucial for a person's and an organisation's reputation. Describe five standards of email etiquette that one should follow when drafting an email.
- 4.4 What are the typical features available on a learning management system(LMS) [10]
- 4.5 The internet gained widespread popularity in the 1990s and is now embraced everywhere. [2]
Briefly define the term internet.
- 4.6 Explain the following terms
- a) Uniform Resource locator(URL) [1]
 - b) Web browser [1]
 - c) Search Engine [1]

End of Examination

Total:100 Marks