

## தொண்டைமானாறு வெளிக்கள நிலையம் நடாத்தும் ஆநாம் தவணைப் பரீட்சை - 2022

6<sup>th</sup> Term Examination - 2022

# Conducted by Field Work Centre, Thondaimanaru

വത്തികക്കര്ഖി - I Business Studies - I **Two Hours** 

Gr. 13 (2022)

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		$\overline{}$

### **Instructions**

- Answer all the questions
- Write your index number in the above blank
- Select the most appropriate answer and write its number on the dotted line when answering questions, No 1 30
- Write brief answers for the questions No. 31 50 on the given dotted lines
- Each question is allotted 2 marks

Index Number:	
For off	ice use only

For office use only	
For question	on paper – I
Question No.	Marks
01 – 30	
31 - 50	
Total	

#### PART I

- 1. The following are the statements of five students, in connection with the evolution of business.
  - A Exchange of surplus products with other surplus products, is known as barter system.
  - B Specialization arose due to surplus products.
  - C Barter system was the first stage of the evolution of business.
  - D The drawbacks of the barter system is the reason for the rise of indirect production.
  - E The beginning of e-commerce till now could be considered as barter system.

Which of the following group includes the correct statements from the above statements of the five students.

(1) A, B. C

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(2) C, D, E

(3) A, C, E

(4) B, C, D

(5) A, B, D

(.....)

2. Businesses can be classified under several criteria. According to this, in the following table column 'X' shows the classification of business on the basis of the nature, and column 'Y' shows the descriptions of them.

Х	Υ
A – Primary production	1. Available as a gift of nature
	2. Contains defense and social services
B – Secondary production	3. Outputs of the primary production are the inputs
	of this production
C – Tertiary production	4. Contains all intangible services
	5. It can be used for production without any changes
	6. Mostly manufacturing or construction related

Select the correct combination between X and Y.

(1) A - 4.6

B - 2.5

C – 1,3

(2) A - 2,6

B - 3,5

C - 1,4

(3) A - 3,5

B - 1.6

C - 2,4

(4) A – 5,6

B - 2,3

C - 1,4

(5) A - 1,5

B – 3,6

C – 2,4

(.....)

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3.	The following are the statements related to the dynamic business environment at present.			
	1. Generally, all those who are above 60 years of age have obtained Covid vaccination.			
	2. Internet services have developed on a large scale after the Covid 19 pandemic.			
	3. Restrictions on social events have been eased, as the Covid pandemic situation has been	brought		
	under control.			
	4. The current fuel crisis has reduced the number of consumers significantly.			
	5. In the past few months the prices of goods and services have continuously risen.			
		±2		
	From the above statements, which statement is differing regarding the business environment			
	(1) 1 (2) 2 (3) 3 (4) 4 (5) 5	()		
4.	For which of the following purposes, is the value of inputs and outputs calculated during the			
	production process?			
	(1) When calculating gross profit.			
	(2) When calculating value added tax.			
	(3) When calculating the cost of raw materials.			
	(4) When calculating the production tax.			
	(5) When calculating the income tax.	()		
	(e) the second of the most of the second of	(		
5.	The following are some services that should be fulfilled by businesses towards societies. Amo	ong these		
	services, which one is considered by you as a business ethic?			
	(1) Respect for culture and values.			
	(2) Contribute to employment.			
	(3) Paying tax regularly.			
	(4) Acting environment friendly.			
	(5) Social welfare services.	()		
6.	In which of the following ways can a consumer select products for purchase among many pro	nducts?		
0.	(1) From retail shop.	Juucis:		
	(2) From wholesale shops.			
	(3) From Online markets.			
	(4) From super markets.	,		
	(5) From mobile retailers.	()		
7.	The following are two statements regarding sustainable development.			
	Statement A: - Creating job opportunity is one of the activities of a business to ensure			
	economic sustainability.			
	Statement B: - Enhancing the standard of living of people is one of the facts that a business s	hould		
		noulu		
	focus on to ensure social and cultural sustainability.			
	From the above statements			
	(1) Both statements are correct.			
	(2) Both statements are wrong.			
	(3) Statement 'A' is correct, Statement 'B' is wrong.			
	(4) Statement 'A' is wrong, Statement 'B' is correct.			
	(5) Statement 'A' and 'B' are correct, and 'B' is described through 'A'	()		



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- 8. From the following types of business, which one can be considered by you as an example for the business organization owned by the private sector, having unlimited liability, with no legality and cannot be started by a single person?
  - (1) Ratna Stores
  - (2) Jessi and Diana Company
  - (3) Multi-Purpose Co-operative Society, Pavatkulam
  - (4) Rishi Company Limited
  - (5) Luxshmi Narayanan Finance Company (PLC) Limited

(....)

- 9. Select the most suitable statement regarding the concept of entrepreneurship, from the following statements.
  - (1) Bala, finds minor errors in outputs and carries out propaganda about them.
  - (2) Raj, who is interested in acquiring knowledge in new things, does not have enough experience to make his interest a valuable one.
  - (3) Theepan, observes markets very deeply and appreciates good things and poins out the mistakes as well.
  - (4) Kesan, absorbs new things and designs them and delivers them to the suit the students.
  - (5) Raja, has engages in all sectors, but has not captured the market in a remarkable way.

(....

- 10. Arnold draws and issues a cheque in the name of Adsayan, for the amount payable to Adsayan, makes a crossing on that cheque with the wording 'Not negotiable' for the purpose of safety and, Adsayan transfers this cheque to Agash with endorsement, for the money Adsayan has to pay to Agash. Agash submits the cheque at the bank counter of the bank mentioning on the face of the cheque to encash. Which of the following can be considered as a wrong activity that is relevant to the above transaction of the cheque?
  - (1) Arnold issuing a cheque in the name of Adsayan.
  - (2) The bearer Adsayan making a crossing on the cheque.
  - (3) Adsayan transfering the crossed cheque with the term 'Not negotiable' to Agash with an endorsement.
  - (4) Giving the cheque written in the name of Adsayan, to Agash.
  - (5) Agash submitting the cheque to the bank counter of the bank mentioning on the face of the cheque to encash. (.........)
- 11. Some risks that can occur in a manufacturing business is shown in column 'X' and the insurance policies that can be obtained against those risks is shown in column 'Y'

Υ
1 – Full Insurance
2 – Product Lability Insurance
3 – General Liability Insurance
4 – Fire Insurance
5 – Employees Liability Insurance

Select the suitable combination between 'X' and 'Y'

- (1) A-1 B-3 C-5 D-2 E-4
- (2) A-2 B-1 C-3 D-4 E-5
- (3) A-3 B-5 C-4 D-1 E-2
- (4) A-4 B-2 C-1 D-3 E-5
- (5) A-5 B-4 C-2 D-1 E-3



- 12. Two statements regarding communication are as follows.
  - Statement A: Verbal communication method helps a lot to present a problem in greater detail and discuss.
  - Statement B: When communicating information in a written form, meanings do not change by the words that are used.

Among the above two statements,

- (1) Statement 'A' is correct and Statement 'B' is wrong.
- (2) Statement 'A' is wrong and Statement 'B' is correct.
- (3) Both statements 'A' and 'B' are correct.
- (4) Both statements 'A' and 'B' are wrong.
- (5) Both statements emphasize the same meaning.

(.....)

- 13. Which of the following cannot be considered as an advantage to businessman, during the transportation of goods by using the Global Positioning System GPS?
  - (1) Ability to know the short distances.
  - (2) Ability to know the distance to travel.
  - (3) Ability to decide the cost.
  - (4) Ability to know the obstacles on the way.
  - (5) Ability to know, where the vehicle is at present.

(.....)

- 14. Which of the following can be considered as an important function for the activities such as market research, whether to produce or purchase, how to minimize the cost and continuously maintain the supply chain?
  - (1) Communication
  - (2) Warehousing

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- (3) Transportation and Logistic activities
- (4) Production and Standardization
- (5) Selling and Promotion

(.....)

15. Some of the documents that are used in foreign trade are shown in column 'X' and the reasons for using them are shown in column 'Y'

Х	Υ
A – Certificate of Origin	1 – To confirm that the goods are undertaken by the customs
B – Letter of Indemnity	2 – To confirm the ownership of the goods at the habour
C – Wharfinger's Receipt	3 – To confirm the suitability of the agro products for consumption
D – Health Certificate	4 – To obtain tax concessions
E – Bill of Lading	5 – To get a pure bill of lading instead of an impure bill of lading

Select the suitable combination between 'X' and 'Y'

- (1) A-1 B-4 C-2 D-5 E-3
- (2) A-2 B-1 C-4 D-3 E-5
- (3) A-3 B-2 C-5 D-1 E-4
- (4) A-4 B-5 C-1 D-3 E-2
- (5) A-5 B-3 C-4 D-2 E-1

(....

16. When addressing the students who sat the G.C.E.(A/L) Examination recently, a Principal made the following statement.

"If every one of you had selected the correct stream for the advanced level, you could have achieved the target goal of a high standard which you had planned within the specific time duration." What do you think is the management concept expressed by the Principal through the above statement?

(1) Performance

(2) Efficiency

(3) Effectiveness

(4) Productivity

(5) Profitability

17. In the following table column 'X' shows the steps of decision-making process and column 'Y' shows the activities related to the present increasement of fuel crisis, which are relevant to the steps of decisionmaking process.

'X'	'Υ'
A – Identifying the problems	1 – Issuing of Quick Response (QR) code to vehicle owners very quickly.
B – Identifying of alternative solutions	2 – Deciding to carry out the fuel supply through Quick Response (QR) code.
C – Evaluating alternative solutions	3 – Analyzing regarding the fuel supply, on a priority basis in the top-level executive committee meeting.
D – Select the best alternative solution	4 – Increasing queues of vehicles on the roads to get fuel.
E – Implement the decision	5 – Recommending the suggestions received to the top-level executive committee.

Select the suitable combination between 'X' and 'Y'

(1) A - 1

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- B-2C-4
  - D-3
    - D-2
- (2) A 4
- B-3
- C-5
  - E 4 D-5

E - 1

- (3) A 2(4) A - 5
- B-1B-1
- C 3C-4
- E 2 D-3

- (5) A 4
- B-2
- C 3
- D-1E -5

(....)

18. A manager of a company, expresses the following point, regarding quality control, during the discussion with the middle level managers of his company.

"It is better to prevent problems than to look for them", What do you think is the technique of quality control, that was expressed by the above manager?

- (2) Quality Assurance
- (2) Quality Circle
- (3) Quality Standard

- (4) Zero Defect
- (5) Statistical Processing Control

(.....)

- 19. Some characteristics of production methods in operational management are given below.
  - A The need to change the production process frequently.
  - B Work in progress cannot be seen at the end of the day.
  - C Being able to maintain the highest level of consumer satisfaction.
  - D Products are featured on a few- to- few basis.
  - E Production can be controlled only by an individual.
  - F Unit cost being very high.

From the above, which of the following group includes only the characteristics of flow production?

- (1) A, D, F
- (2) A, B, D
- (3) C, E, F
- (4) C, F
- (5) B, E
- (.....)



- 20. While the annual fixed cost of a manufacturing organization is Rs.1 40 000/=, the contribution per unit is Rs.12/= and the selling price per unit is Rs.30/=. If this organization produces 28 000 units in a given year, which of the following option includes the cost per unit and the receivable profit correctly?
  - (1) Rs.23

(2) Rs.18

(3) Rs.42

Rs.1 96 000

Rs.6 44 000

Rs.5 04 000

(4) Rs.5

(5) Rs.48

Rs.8 40 000

Rs.5 04 000

21. "Segmenting the entire market which has dissimilar features into groups of similar features is known as market segmentation." According to this, in the following table 'X' column shows the bases that are used in market segmentation and 'Y' column shows the sub-components included in it.

X	Y	
A – Geographical factors	1 – Social classes	
	2 – Population density	
B – Demographical factors	3 – Attitude	
	4 – Age	
C – Psychological factors	5 – Life style	
	6 – Regions	
D – Behavioral factors	7 – Gender	
	8 - Events	

Select the suitable combination between 'X' and 'Y'

- (1) A 5,7
- B 1.8
- C 2,6
- D 3,4

- (2) A 3, 8 (3) A - 2, 6
- B 2,5
- C 6,7
- D 1,4D - 3,8

- (3) A = 2,0(4) A = 7,4
- B 4,7B - 3,6
- C 1,5 C – 1,8
  - D 2,5

(5) A – 1,5

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- B 2.8
- C 3,6
- D 4,7

(....)

(.....)

22. Statement A: - In the product mix variables, variables other than the price, does not represent cost. Statement B: - Product mix helps to offset the decline of one product by another product.

From the above two statements,

- (1) 'A' is correct and 'B' is wrong.
- (2) 'A' is wrong and 'B' is correct.
- (3) Both statements 'A' and 'B' are wrong.
- (4) Both statements 'A' and 'B' are correct and 'A' is described through 'B'.
- (6) Both statements 'A' and 'B' are correct and 'A' is not described through 'B'.

(....)

- 23. The following statements are related to the share market.
  - A Does not cause an increase in the stated capital of the company.
  - B Shares will be issued through an initial public offer and the offer for sale.
  - C Buying and selling takes place from the point of view of the investors.
  - D Causes an increase in the stated capital of the company.
  - E Only purchase will take place from the point of investors.
  - F Only exchange of shares will take place.

From the above statements, which of the following group includes the options relevant to only the primary share market?

(1) A,C,F

(2) A,B,F

(3) C,D,E

(4) B,D,E

(5) B,E,F

(....

Grade - 13 (2022) 6<sup>th</sup> term - 2022 F.W.C

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	Select the most correct statem	nent regarding the Public Li	isted Company, from tl	ne following
	statements.			
	(1) No changes will occur in the st		-	
	<ul><li>(2) A person who has purchased a</li><li>(3) The number of shareholders of</li></ul>			
	(4) Increase in the market price of	·	-	
	•	not increase during the capitaliz		
	(3) Number of shareholders will t	iot mercase daring the capitaliz	edition of reserves.	()
				(,
25.	Which of the following can be cons	sidered as a method to handle	the problem of excess em	ployees in
	an organization?			
	(1) Expansion of production activity	ties and branches of the compa	any.	
	(2) Using outsourcing.		ul.	
	<ul><li>(3) Providing over time allowance</li><li>(4) Provision of additional training</li></ul>		rk.	
	(5) Encouraging self-retirement of			()
	(5) Encouraging sen-retirement of	i employees.		()
26.	Which of the following functions o	_	ment, could be considered	d as a way to
	minimize the disagreements amon	ng employees?		
	(1) Disciplinary management.			
	(2) Employee welfare administration	ion.		
	<ul><li>(3) Employees' movements.</li><li>(4) Job inductions.</li></ul>			
	(5) Handling grievances.			()
	(5) Handing grievances.			()
27.	"Have to implement the project individual employees' centered, it would cost the management more following human resource manage suggestion mentioned in the above (1) Conducting training activities (2) Conducting development activities	n order to fulfill the future en ore, it is essential to increase ement functions do you think, s e statement?	nployment requirements. the conceptual skill." V	Though this Vhich of the
	<ul><li>(3) Conducting employee perform</li><li>(4) Conducting employee motivation</li><li>(5) Empowering trade unions</li></ul>			()
				()
28.	<ul><li>(4) Conducting employee motivate</li><li>(5) Empowering trade unions</li><li>Which of the following cannot be of</li></ul>	ion activities	used by businesses to pro	
28.	<ul><li>(4) Conducting employee motivate</li><li>(5) Empowering trade unions</li><li>Which of the following cannot be of information system?</li></ul>	ion activities considered as a safety method		
28.	<ul><li>(4) Conducting employee motivate</li><li>(5) Empowering trade unions</li><li>Which of the following cannot be of</li></ul>	ion activities	used by businesses to pro (3) Microphone	
28.	<ul><li>(4) Conducting employee motivate</li><li>(5) Empowering trade unions</li><li>Which of the following cannot be of information system?</li><li>(1) Secret code</li></ul>	ion activities considered as a safety method (2) Firewall Backup copy		tect the
	<ul><li>(4) Conducting employee motivate</li><li>(5) Empowering trade unions</li><li>Which of the following cannot be of information system?</li><li>(1) Secret code</li></ul>	considered as a safety method  (2) Firewall Backup copy (5)  ns of data processing is, c machine / summarizing izing / data processing ng / summarizing		tect the
	<ul> <li>(4) Conducting employee motivations</li> <li>(5) Empowering trade unions</li> <li>Which of the following cannot be dinformation system?</li> <li>(1) Secret code</li> <li>(4) Antivirus</li> <li>The correct answer for the function</li> <li>(1) classifying / sorting / electronic</li> <li>(2) sorting / calculating / summaric</li> <li>(3) classifying / sorting / calculating</li> </ul>	considered as a safety method  (2) Firewall Backup copy (5)  ns of data processing is, c machine / summarizing izing / data processing ng / summarizing ating / data processing		tect the
	<ul> <li>(4) Conducting employee motivate</li> <li>(5) Empowering trade unions</li> <li>Which of the following cannot be of information system?</li> <li>(1) Secret code</li> <li>(4) Antivirus</li> <li>The correct answer for the function</li> <li>(1) classifying / sorting / electronic</li> <li>(2) sorting / calculating / summari</li> <li>(3) classifying / sorting / calculating</li> <li>(4) summarizing / sorting / calculating</li> </ul>	considered as a safety method  (2) Firewall Backup copy (5)  ns of data processing is, c machine / summarizing izing / data processing ng / summarizing ating / data processing		tect the



30.	fact bus (1) (2) (3)	ich of the following could be considered as a component of a business plan that is described by the tors such as the types of business and details of goods and services which are provided by the siness and the benefits obtained by the customers through this?  Marketing plan  Operational plan  Human Resource plan  Financial plan  Business description
		()
b)	a) \ the Sat	wer question No. 31 to 40, by filling in the blanks with suitable word / words.  While
32.	b) .	When the Central Bank sells securities in the open market, the money supply
33.		Under the Company Act No.7 of 2007, all Public Limited Companies are classified into two types such as
34.	a) b)	While the Central Bank seeks to sustain
35.	a) b)	logistics, and the producers of convenience goods pay attention on
36.	a)	According to Robert L Katz, the ability of the special knowledge of a manager regarding a specific task is expressed by theskill, and the ability to lead the whole organization in a proper way and take strategic decisions is expressed by theskill.
	b)	The process of controlling cannot function without and to measure the results of the process of controlling should be established
37.	a) b)	is another kind of stock that is maintained under the minimum stock level, and in stock control, the time duration between two orders is known as



38. a)	While is an instrument of the debt capital of a company that earns a fixed rate of interest and is an instrument that owns a fixed rate of share dividend.
b)	Financial market can be classified into two types such as and on the basis of the maturity period of financial instruments.
39. a)	Explaining the work for the purpose of appointment as an assistant accountant in an organization is known as
b)	In human resource management, the process of attracting suitable applicants is known as
	received applications is known as
40. a)	goods, the central processing unit of a computer system is known as goods.
b)	The expenditures prior to the commencement of productions are calledcosts and earnings after deducting from the operating profit is called profit after tax.
• An	swer questions No. 41 – 50, writing the suitable answers in the space provided.
41. "A	business can be classified in several ways." Mention four different criteria that can be used for such
	ssification.
	CICICII IIIIX
	e interconnection between the entrepreneurship and economic development can be shown by the lowing diagram. Fill in the blank cages.
	Increasing production
43. Giv	ve four advantages to customers through the automated banking service.
` ,	
(4)	



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Statements	Agents
(1) The agent who sells goods on credit basis and responsible	
for the collection of debt.	
(2) The agent is the one who purchases and sells on his	
personal desire on behalf of his master for his master's	
benefit.	
(3) The agent who buys and sells goods under his personal	
name on behalf of his head.	
(4) The person who connects the buyer and the seller according	
to the transaction.	

45. Complete the blanks in the following table, which shows the interrelationship between the management functions and the managerial skills of Robert L. Katz.

Skills			
Managerial	Conceptual Skills	Human Skills	Technological Skills
function			
Planning	To think about the	1)	For research
	future		activities
Organizing	2)	Working together	Supervision
		am Ik	
Directing / Leading	3)	Motivation	Communication
Controlling	To ensure the	To evaluate the	4)
	achievement of goals	activities	

46. Mention the suitable level of product of a pen, with the help of the statements of five students, which are related to the pen.

Statements	Level of product
A – Ink tube, Cap, Comfortable to hold.	1
B – A soft fragrance emerges while writing.	2
C – I bought a pen to write the exam.	3
D – Writes clearly and has a long-lasting use.	4



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47. The two statements regarding the financial analysis are given below.

Statement A – Indicates the interconnection between the equity capital and the debt capital of an organization.

Statement B – Indicates the ability to face short-term financial responsibilities.

From the above statements, mention the types of financial ratios for them and give an example each, for each of the ratios included.

Statement	Financial Ratio	Example
A		
В		

48.	Mention four criteria that can be used to evaluate the overall success of all the human resource
	management functions of an organization.

(2)	(2)						
-----	-----	--	--	--	--	--	--

(3)	 	 	 	

49. Give an example each	for the fol	lowing	method	s of Transa	action	Proce	ssing Sys	tem (TPS)
(4) Doe doetie a cost								

(1)	Production unit		
ι-,			

(2)	Marketing unit .					
-----	------------------	--	--	--	--	--

(3)	Financial unit

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50 Martin the consolition falls for market and the falls of the falls					
50. Mention the names of the following	ng modern equipment, are used in a warehouse to move the goods.				
(1)					
$\searrow$					
*					
(2)					
	<b>'</b>				
_	<b>'</b>				
(3)	'				
I	'				
(4) The state of t					
A RIVER					
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## தொண்டைமானாறு வெளிக்கள நிலையம் நடாத்தும் ஆநாம் தவணைப் பரீட்சை - 2022

## Conducted by Field Work Centre, Thondaimanaru

6<sup>th</sup> Term Examination - 2022

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വത്തികക്കര്ഖി - II

**Business Studies - II** 

Three Hours and ten minutes

Gr. 13 (2022)

33 **||** E || II

#### **Instructions:**

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Answer any five questions selecting at least two questions from each part.

#### Part I

Use additional reading time to go through the question paper, select the questions you will answer and decide which of them you will priorities.

### Part I

- 01. Abishan and Johnsharon jointly started "Northern Agro Product Co.", as a solution for the prevailing food shortage and the increase of prices, under the motto "Your food is from your home", for the purpose of encouraging the home gardening with the available resources. They sell seeds, fertilizers, pesticides and equipment at low price and provides continuous monitoring, advice and market opportunities as after sale services. There are more than fifty employees in this company and their tasks are carried out regional wise. But anyway, continuous power cuts and shortages of pesticides, fertilizers and fuel have adverse effects in this venture.
  - 1) (a) Indicate any four characteristics that can be found in the "Northern Agro Product Co." to consider it as a business.
    - (b) Classify the outputs of the company on the basis of tangibility, and give examples for them.
  - 2) Give four social and economic importance obtained by the region through the establishment of the above company.
  - 3) (a) Mention the name of the act that the above company has to be registered under, and give the reason for the registration.
    - (b) Give two opportunities and two threats in the above business.
  - 4) Mention four forces that can be influence the above company, and give a reason each for the influencing forces on the above company.
  - 5) "Tasks are assigned to employees" Mention the business concept you consider through this, and mention two advantages each for the business and the employees, through this concept.



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- 02. Sabeen, who is qualified Engineering Technology, felt that due to the prevailing continuous power disruptions, there is a high demand across the country regarding the use of solar systems, that can be store and use solar energy, and plans to start a business installing solar panels in homes and offices.
  - 1) (a) Give an example each from what you have learned of the following business ethics that can be followed by the above business.
    - Ethics regarding production
    - Ethics regarding marketing
    - Ethics regarding financial management
    - Ethics regarding human resource management
    - (b) Mention four unethical business practices in your area, which was carried out during the current economic and financial crisis and scarcity of goods.
  - 2) (a) "It is very important to maintain a close relationship between the government and the businesses." Do you agree with this statement? Explain.
    - (b) "Credit control" is one of the most important instrument of the government monetary policy. Give two examples of quantitative credit control used in this.
  - 3) (a) "A partnership business has some advantages, as well as some limitations." Give four advantages of a partnership business.
    - (b) Mention two main impacts of a partnership agreement on the existence of a partnership business.
  - 4) "Human needs and wants are fulfilled by the activities of an entrepreneurship and a business."
    - (a) Explain the differences between an entrepreneurship and a business.
    - (b) What connection do you see an entrepreneurship and a business? Explain.
  - 5) "Entrepreneurship is important to the success of small and medium scale businesses." Give four examples, how entrepreneurship can contribute to the success of small and medium scale business.

 $(5 \times 4 = 20 \text{ Marks})$ 

- 03. 1) (a) Mention four government institutions that function for the development of small and medium scale business in Sri Lanka.
  - (b) Mention four services provided by Investment Managers, as one of the intermediaries selling financial instruments.
  - 2) (a) Give two similarities and two differences that you can see between Licensed Commercial Banks and Licensed Specialized Banks.
    - (b) "At present, Licensed Commercial Banks provide several customer related agency services due to the competition." Mention four such services.
  - 3) (a) What is meant by "Endorsement" in a cheque?
    - (b) Give two instances where cheques are endorsed?
  - 4) (a) Explain, what is meant by "Re-Insurance"?
    - (b) Give two advantages each for insurance companies and insurer through reinsurance.
  - 5) (a) Verbal communication sometimes fails. Give four reasons for such failure.
    - (b) Give four importances of communication for the success of a business.



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- 04. 1) Mention the four elements of the communication process, except person and explain them.
  - 2) (a) Mention the four parties, who are related to the transaction through electronic money.
    - (b) Write two advantages and two disadvantages of using electronic cadrs that are provided by Commercial Banks.
  - 3) 'Intermediaries are the parties who are involved in the process of distributing products from the manufacturer to the consumer.
    - (a) Mention four parties who act as intermediaries in local trade.
    - (b) Give two advantages and two disadvantages of using intermediaries in trade.
  - 4) "Bill of lading is an important document among the documents that are used in foreign trade."
    - (a) Mention the two types of bill of lading that are used by the shipping companies, and briefly explain them.
    - (b) Give four objectives of using the bill of lading.
  - 5) International trade organizations and trade agreements have various impacts on foreign trade. According to this, give four positive effects on a country.

 $(5 \times 4 = 20 \text{ Marks})$ 

### Part II

- 05. 1) In the current economic crisis, the owner of a soft-drink manufacturing company realized that his raw materials and finished goods are getting damaged due to the government power cuts for a few hours every day, is thinking of buying an automatic generator or getting power through solar panels as a solution.
  - (a) Explain what is meant by "Problem", and state what problems the owner is facing in the above business.
  - (b) What are the factors that a decision should have, if a decision is to be successfully implemented as a solution to the above mentioned problem?
  - 2) (a) Mention four competencies that are included in human skills, which are equally required of managers at all levels of an organization.
    - (b) "A manager of a business, centralizes the authority and carries out his managerial tasks." Give four challenges that the manager could face by this.
  - 3) (a) Mention the main steps of the controlling process in management. (b)Give four importance of the controlling process.
  - 4) "Stock control is one of the main techniques un the production control."
    - (a) Give four importance of stock control.
    - (b) Mention four advantages of the Just In Time (JIT) method.
  - 5) Give four reasons for the importance of Research and Development for business organizations.



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- 06. 1)(a) Mention the two components of total cost related to the stock in operation management, and give two examples each for the components.
  - (b) Calculate the Economic Order Quantity (EOQ) for product "X", by using the following information.

Annual consumption 12 000 units

Unit cost Rs.100
Ordering cost per order Rs.300
Handling cost per unit for a year Rs.5

- 2) Market is a combination of potential buyers who have the willingness and ability to be satisfied by an exchange process with equal needs and wants.
  - (a) Give any four types of markets functioning in today's modern exchange economy.
  - (b) Give four importance of marketing for businessmen.
- 3)"Various strategies are used by the marketers in the life cycle of a product."
  - (a) Mention four strategic methods which can be used at the introductory stage of products.
  - (b) Some products, without going through all the stages of life cycle, leave the market going through only one or two stages. Give four factors that influence the exit of products from the market.
- 4) "Price is a unique variable among the marketing mix variables."
  - (a) Define the term "Price" and also give a reason why this variable is unique?
  - (b) Give any four objectives for pricing.
- 5) "The basic objective of financial management can be achieved through continuously fulfilling the interrelated functions of financial management."
  - Metion the functions of financial management in order to reinforce the above ststement.

 $(5 \times 4 = 20 \text{ Marks})$ 

- 07. 1) (a) "A public Limited Company is more interested in collecting debt capital than equity capital." Present four reasons for this.
  - (b)"There are advantages as well as disadvantages in internal financing."

    Mention two advantages and two disadvantages of internal financing.
  - 2) (a) Mention four factors, that influence the price increase of a company's shares.
    - (b) Mention four reasons for the importance of share indices to an investor.
  - 3) "The success of an organization depends on, maintain a proper connection between liquidity and profitability." Explain the above statement by using a Commercial Bank as an example.
  - 4) (a) Explain what is meant by 'Job Design' in human resource management.(b)Separately explain the concepts such as Tasks, Duties and Responsibilities that are considered in job designing.
  - 5) A company which is working towards expandinf its production to meet the increasing demand, recently faced the problem of shortage of employees.
    - Present four immediate alternative solutions that can be adopted to avoid this problem.



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- 08. 1) (a) What is meant by "Collective Agreement" regarding industrial disputes in human resource management.
  - (b) Give two advantages each to the employer and employee through a collective agreement.
  - 2) Show the differences between data and information under the following headings.
    - Information process
    - Decision making
    - Value
    - Data organizing
  - 3) Some important information of a business and the three main criteria that are used to classify them are shown in the following table, which is related to the business information system. Complete the table by filling the blanks with suitable components of the classification of the information system.

(Write your answers in your answer script by mentioning the number.)

Business	According to	According to	According to the
Information	level of usage	the usage	managerial
			functions
a) Long term	1)	Executive	Financial
financing		Support System	Management
b) Introducing a	Operational Level	2)	3)
new product			
c) An employee	4)	Office	5)
who will be	DOK	Automated	
transferred in	10/1/	System	
the following	-190110		
year			
d) Economic	6)	Decision Support	Operational
Order Quantity		System	Management
e) Research	7)	Knowledge Work	8)
related to		System	
attractive			
packaging			

- 4) Mention how the cost that is expected to occur for goods and services expecting to be produce within a specific period of time, is called. Classifies all its types.
- 5) An existing business may need to prepare a business plan in some cases. Mention such situations.

