

# MIND-VENTURES

## EDUCATIONAL SERVICES

### Business Studies Rapid Revision

1. The following are various reasons why many parties are interested in businesses;

A-Profits

B-Growth

C-Bonus & incentives

D-Effectiveness of decisions made

E-Welfare benefits

F-Job opportunities

G-Protecting Environment

H-Job growth

I-Promotions

Out of the above, the category where managers, employees & society are interested will be;

A. ACDEI / FH / BG

B. CEI / ABDH / FG

C. DH / ABCEI / FG

D. ABDH / CEI / FG

E. DHI / CF / EG

2. Column X will have business functions while column Y will have related activities;

X	Y
1. Marketing	A. Market research
2. HR	B. Quality control
3. Operations	C. Promotions
4. R&D	D. Performance appraisals

The correct answer matching X & Y would be;

- A. 1D, 2A, 3C, 4B
- B. 1C, 2D, 3B, 4A
- C. 1A, 2C, 3B, 4D
- D. 1B, 2A, 3D, 4C
- E. 1A, 2B, 3C, 4D

3. Columns X & Y contains products & its examples;

X	Y
1. Commercial services	A. Parts & capital items
2. Durable goods	B. Medical & legal
3. Consumer goods	C. Unsought & specialty
4. Industrial goods	D. Insurance & warehousing
5. Direct services	E. Toothpaste & soap
6. Non-durable goods	F. Computers & A/C's

The correct answer matching X & Y would be;

- A. 1B, 2F, 3C, 4A, 5D, 6E
- B. 1D, 2F, 3C, 4A, 5B, 6E
- C. 1D, 2A, 3E, 4F, 5B, 6C
- D. 1D, 2F, 3C, 4E, 5B, 6A
- E. 1D, 2A, 3C, 4B, 5E, 6F

4. The constitutional amendment reducing executive presidential powers was passed in the parliament. This belongs to;

- A. Social & cultural environment
- B. Global environment
- C. Demographic environment
- D. Political & legal environment
- E. Natural environment

5. The following table contains environments & its forces;

A	B
1. Internal environment	A. Technology, global, demographic

2. Close environment	B. Owners, employees, customers
3. Macro environment	C. Resources, culture, managers
	D. Customers, suppliers, resources
	E. Direct & indirect competitors
	F. Political, economic, culture
	G. Demographic, technology, competition

When each environment is matched to its correct force;

- A. 1G, 2E, 3F
- B. 1C, 2E, 3F
- C. 1G, 2F, 3A
- D. 1C, 2E, 3A
- E. 1A, 2B, 3C

6. The following table contains stakeholders & the business' social responsibilities towards them;

Stakeholders	Social responsibilities
1. Government	A. Environmentally friendliness
2. Owners	B. Honest management activities
3. Employees	C. Ensuring equality
4. Customers	D. Protecting rights of information & choice
5. Society	E. Contributing to infrastructure

When each stakeholder is matched to the social responsibility;

- A. ABCDE
- B. BCDAE
- C. EBCDA
- D. CBDAE
- E. ABCED

7. The following table contains a business' social responsibilities & business ethics;

A. Communicating the truth
----------------------------

- B. Protecting consumer rights
- C. Competing ethically & honestly
- D. Minimizing environmental pollution
- E. Ensuring employee's occupational safety
- F. Not harming others

Out of the above, business ethics can be;

- A. ACF
- B. ABE
- C. BDE
- D. AC
- E. C

8. The following table contains consumer rights the publishing parties;

X	Y
A. John F. Kennedy	1. Information
B. Consumer International	2. Living in a healthy environment
	3. Self-protection
	4. Compensation
	5. Choice
	6. Consumer education
	7. To be heard
	8. Fulfill basic needs

When X & Y are matched;

- A. A-1234 B-5678
- B. A-1357 B-2468
- C. A-2345 B-1678
- D. A-2678 B-1345
- E. A-1245 B-3678

9. The following table contains taxes & institutions imposing them;

Taxes	Institution
1. VAT	A. Inland revenue dept

- |                                |                        |
|--------------------------------|------------------------|
| 2. Rates                       | B. Customs dept        |
| 3. Excise duty                 | C. Provincial councils |
| 4. Custom duty                 | D. Local authorities   |
| 5. Vehicle revenue license tax | E. Excise dept         |
| 6. Vehicle registration tax    | F. Motor traffic dept  |

When the tax in order & correct institution is matched;

- A. ADEBFC
- B. ACEBDF
- C. AEDBCF
- D. ADEBCF
- E. DAEBFC

10. The instruments used to implement fiscal & monetary policies are as follows;

- A. Preferential Interest rate
- B. Bank interest rate
- C. Excise Taxes
- D. Recurrent expenditure control
- E. Credit limit control
- F. Standing lending facility rate
- G. Government borrowing
- H. Moral suasion
- I. Open market operations
- J. LC limitations

The qualitative financial instruments used to implement the monetary policy can be;

- A. BFI
- B. AEHJ
- C. ABEFHJI
- D. ABEF
- E. CDG

11. The following is a list of taxes imposed by the government;

- |   |
|---|
| <ul style="list-style-type: none"> <li>A. Income tax</li> <li>B. Stamp duty</li> <li>C. Special production tax</li> <li>D. Customs duty</li> <li>E. VAT</li> <li>F. Corporate profit tax</li> </ul> |
|---|

Out of the above, the direct taxes can be;

- A. FDA
- B. CEA
- C. DEA
- D. BDA
- E. ABF

12. The following table is the method of franchise & its examples;

Method	Example
A. Manufacturing	1. Disney shoes at DSI
B. Business format	2. Arugam Bay flip flops by DSI
C. Trade name	3. Pizza hut

The correct matching answer would be;

- A. A3B2C1
- B. A2B3C1
- C. A1B3C2
- D. A1B2C3
- E. A3B1C2

13. The following table contains forms of business ownership & its examples;

Organization type	Example
A. Sole proprietorship	1. Douglas & sons Ltd
B. Partnership	2. E&Y associates
C. Private limited company	3. MAS (pvt) Ltd

D. Non quoted PLC

4. HNB PLC

E. Quoted PLC

5. Gulidasa stores

When the types of businesses are correctly matched;

- A. A2, B5, C4, D1, E3
- B. A5, B2, C3, D4, E1
- C. A2, B3, C4, D5, E1
- D. A5, B2, C1, D4, E3
- E. A5, B2, C3, D1, E4

14. The answer containing cooperative policies issued by Manchester summit organization would be;

- A. Independent voluntary admission, democratic organization, paying a patronage refund
- B. Independent voluntary admission, concern towards the society, economic contribution by the society
- C. Independency & dignity, democratic organization, cash-only transactions
- D. Democratic organization, corporation among cooperatives, providing knowledge & education on cooperatives
- E. Corporation among cooperatives, political participation, concern towards the society

15. The following table contains business organizations & factors relevant to it;

Organization	Relevant factor
1. Cooperatives	A. Profit making objective
2. State corporations	B. Democratic control
3. Partnerships	C. Starting with a common or special parliamentary act
4. PLC's	D. No share capital
5. Companies Ltd by Guarantee	E. Shares with purchased & promised liability

When the factors are matched in order, the answer would be;

- A. CBDEA
- B. BCADE
- C. BCDAE
- D. CBADE
- E. BCAED

16. The following is some ideas on entrepreneurship;

1. New innovations in an existing business
2. Risk taking process of value addition
3. Introducing new beauty cultural programs to society
4. Research to solve common human problems

The concept relevant for each idea in order would be;

- A. Intrapreneurship, entrepreneurship, female entrepreneurship, social entrepreneurship
- B. Entrepreneurship, product driven entrepreneurship, social entrepreneurship, socialist entrepreneurship
- C. Intrapreneurship, market pulled entrepreneurship, female entrepreneurship, social entrepreneurship
- D. Intrapreneurship, entrepreneurship, social entrepreneurship, female entrepreneurship
- E. Imitating entrepreneurship, intrapreneurship, female entrepreneurship, social entrepreneurship

17. Out the following which will develop an entrepreneur's skills?

- A. Self-study
- B. Associating role models
- C. Desire to be your own boss
- D. Training programs
- E. Using experience
- F. Identifying opportunities

- A. ABCD



- B. ABDE
- C. ACDE
- D. BCEF
- E. CDEF

18. The following are qualitative & quantitative criteria used to identify small businesses;

- A. No of employees, capital invested, power consumption
- B. Nature of business, technology used, organization structure
- C. Capital, nature of market, profits
- D. Production capacity, market capitalization, turnover
- E. Management skills, power consumption, industry nature

Out of the above, the categories including quantitative criteria are;

- A. ACD
- B. BCD
- C. BE
- D. AD
- E. ABE

19. Which of the following is incorrect regarding crossing of cheques?

- A. Even though crossed a bearer cheque is less safer than an order cheque
- B. Cannot get cash over the counter for a crossed cheque
- C. Only the drawer can cross the cheque
- D. The transferee of the transferor / payee has a better title of the crossed cheque than the payee
- E. None of the above

20. The following are some financial organizations;

- A. Sanasa development bank
- B. DFCC bank
- C. Sri Lanka housing development finance corporation

- D. HSBC
- E. Fitch ratings Ltd
- F. Cargills bank
- G. Cooperative rural bank
- H. Lankaputhra development bank
- I. Assetline leasing PLC
- J. Commercial Credit PLC

Out of the above the organizations not authorized to take deposits from the public are;

- A. CEGH
- B. EJ
- C. ABEFIJ
- D. IJ
- E. CDEF

21. The following table contains finance institutions & their duties;

Organizations	Functions
A. Primary dealers	1. Current a/c's & forex
B. Licensed commercial banks	2. Savings & fixed deposits, leasing & hire purchase
C. Registered finance companies	3. Investment consultancy, preparing business plans, debt factoring
D. Licensed specialized banks	4. Savings & fixed deposits, long term loans
E. Vanik Banks	5. Dealing with treasury bills & bonds

The correct matching answer would be;

- A. A5, B1, C2, D3, E4
- B. A5, B1, C2, D4, E3
- C. A2, B1, C4, D3, E5
- D. A2, B3, C1, D4, E5
- E. A5, B1, C3, D4, E2

22. The system used by Central Bank of Sri Lanka with advanced technology, for payment & settlement of transactions above Rs. 1 million is;
- A. Lankasettle
  - B. RTGS
  - C. Lankasecure
  - D. SWIFT
  - E. SLIPS

23. The following are some risks faced by a businessman;

- |  |
|--|
| <ul style="list-style-type: none"><li>1. Accidents to customer within the business premises</li><li>2. Risk of transporting cash to bank</li><li>3. Risk of loss to customer by business' food products</li><li>4. Damages to goods transportation vehicles</li><li>5. Physical damage to any employee on duty</li></ul> |
|--|

The correct order of policies to be taken for the above can be;

- A. Product liability, goods on road, public liability, comprehensive motor insurance, employer liability
  - B. Public liability, goods on road, product liability, third party motor insurance, life insurance
  - C. Public liability, burglars, product liability, comprehensive motor, employer liability
  - D. Public liability, product guarantee, product liability, comprehensive motor, employee compensation
  - E. Public liability, cash in transit, product liability, comprehensive motor, employer liability
24. Which of the following is a situation where there is no insurable interest?
- A. Taking a comprehensive motor insurance policy for a vehicle that was leased

- B. Getting a burglars insurance policy against the jewelry taken for mortgage
- C. Obtaining a fire insurance for a property purchased on a mortgage loan
- D. Taking a product liability insurance for products produced
- E. Taking a life insurance policy for the only daughter

25. Which is the following transport companies in Sri Lanka are making continuous losses right now?

- A. Sri Lankan Airlines
- B. Sri Lanka Central Transport Board
- C. Mihin Lanka Airlines
- D. Ceylon government railways
- E. All of the above

26. Which of the following will function as an intermediary without owning the goods?

- A. Wholesaler
- B. Retailer
- C. Broker
- D. Agent
- E. Door to door salesman

27. What is the correct matching answer for X & Y?

X	Y
A. Various departments inside one building	1. Tied shops
B. One type of goods with branches	2. Departmental stores
C. One producer's goods under one building	3. Specialty shops
D. Specialized for one product type	4. Multiple shops

- A. A1, B4, C2, D3

- B. A4, B2, C1, D3
- C. A2, B1, C3, D4
- D. A3, B1, C4, D2
- E. A2, B4, C1, D3

28. The following are documents used in foreign trade & its info;

Document	Info
A. Certificate of origin	1. A document certifying payment by the importer
B. Indent	2. Certifying goods are produced of the same country exporting
C. Letter of credit	3. Document certifying ownership of the goods received at the ports
D. Import entry	4. Document sent to place an order

The correct matching answer would be;

- A. A2, B1, C3, D4
- B. A3, B1, C4, D2
- C. A2, B4, C1, D3
- D. A1, B4, C2, D3
- E. A4, B2, C1, D3

29. The following table has trade blocs & its members;

Bloc	Members
1. EU	A. Bangladesh, India, Myanmar, Sri Lanka, Thailand
2. NAFTA	B. Great Britain, France, Italy, Germany, Denmark
3. EFTA	C. Pakistan, Nepal, Bhutan, Maldives, Sri Lanka
4. SAPTA	D. Norway, Switzerland, Iceland
5. BIMSTEC	E. USA, Canada, Mexico

The correct matching answer would be;

- A. BEDAC
- B. ABCDE

- C. BACDE
- D. BEDCA
- E. CABDE

30. The manager's roles stated by Henry Mintzberg & its corresponding activities are given below;

Roles	Activities
A. Figurehead	1. Holding meetings
B. Leader	2. Signing legal documents
C. Disseminator	3. Preparing the budget
D. Resource allocator	4. Motivating people

The correct matching answer would be;

- A. A4, B2, C1, D3
- B. A3, B4, C2, D1
- C. A1, B2, C4, D3
- D. A2, B4, C1, D3
- E. A4, B3, C1, D2

31. The following table is about organization & its principles;

X	Y
A. Centralization	1. Bond to fulfill duties given by authority
B. Power	2. Ability to influence person's behavior to achieve targets
C. Responsibility	3. Ability to get something done through another person
D. Leadership	4. Retaining decision making authority

The correct matching answer would be;

- A. A2B4C1D3
- B. A2, B3, C1, D4
- C. A4, B3, C1, D2
- D. A3, B4, C1, D2
- E. A4, B1, C3, D2

32. The following are some control methods used;

- A. Employee supervision
- B. Employee performance appraisal
- C. Final product checking
- D. Machine repair
- E. Preparing the budget
- F. Quality control

Out of the above, concurrent controls can be;

- A. CD
- B. BD
- C. AC
- D. DF
- E. AF

33. The following are advantages & disadvantages of wide & narrow span of control;

- A. Increase in manager's freedom
- B. Closeness between manager & employees
- C. Reduction in administration cost
- D. Increased decision making speed
- E. Easy to supervise
- F. Employee motivation due to freedom

Advantages of wide span of control can be;

- A. ABC
- B. BCD
- C. CDE
- D. CDF
- E. DEF

34. The following is on factory layouts;

- |            |                    |
|------------|--------------------|
| 1. Process | A. Garment factory |
|------------|--------------------|

- |                   |                          |
|-------------------|--------------------------|
| 2. Assembly line  | B. Hospital              |
| 3. Cellular       | C. Dockyard              |
| 4. Fixed position | D. Car manufactory plant |

The matching examples for each layout in order would be;

- A. ADBC
- B. BADC
- C. DBAC
- D. DABC
- E. BDAC

35. The following table includes production methods;

X	Y
A. Batch	1. Tailor made Wedding frock
B. Job	2. Beauty soap
C. Flow	3. Fish bun
D. Process	4. Crude oil

The correct matching answer would be;

- A. A3B1C4D2
- B. A2B1C3D4
- C. A3B1C2D4
- D. A1B3C2D4
- E. A4B3C1D2

36. Select the matching answer to the marketing concept;

1. Customer concept	A. Earning profits through customer satisfaction
2. Product concept	B. Achieving objectives by providing benefits to stakeholder
3. Holistic marketing concept	C. Increasing turnover
4. Selling concept	D. Profits through high quality
5. Marketing concept	E. Profits through loyalty & relationship

- A. ADBCE



- B. EDBCA
- C. CADBE
- D. AEBCD
- E. EBACD

37. Following table contains market segmentation & its factors;

1. Demographic	A. Climate, population density
2. Geographic	B. Job, income level
3. Behavioral	C. Consumption amount, buying situations
4. Psychological	D. Social class, lifestyle

The matching factors for each criteria would be;

- A. ABCD
- B. BCDA
- C. CABD
- D. BDAC
- E. BACD

38. What is the correct answer if X & Y are matched;

X	Y
1. Sales promotions	A. Press conference
2. Public relations	B. Discounts
3. Direct selling	C. Parties & occasions
4. Events & experiences	D. Display of products
5. Personal selling	E. Selling through telephone
6. Advertising	F. Telephone directory

- A. BAECDF
- B. EDBCAF
- C. CAFBED
- D. AEBFDC
- E. EBFACD

39. What is the correct matching answer for Sales promotion tools & its meaning?

A. Coupons	1. Refunding a part of the amount paid
B. Premiums	2. 2 or more products sold as one
C. Rebates	3. Buy one get one free
D. Price packs	4. Certificate that will provide a future discount

- A. A1, B4, C2, D3
- B. A2, B1, C4, D3
- C. A4, B2, C1, D3
- D. A2, B4, C1, D3
- E. A4, B3, C1, D2

40. A person who wants to invest in a few treasury bonds can easily purchase it through;

- A. Central bank of Sri Lanka
- B. Colombo Stock exchange
- C. Primary dealers
- D. Licensed specialized banks
- E. Unit trusts

41. The following are some market price indices calculated;

A. Milanka price index
B. Sensitive price index
C. All share price index
D. Jardin fleming tracker price index
E. Midcap price index
F. S&P SL20 price index
G. Total return index
H. Dow jones price index

Out of the above, the indices calculated by Colombo stock exchange are;

- A. CFG

- B. ACFGH
- C. CDEFGH
- D. FG
- E. CF

42. The following are some sources of finance;

- A. Retained profits
- B. Bank overdraft
- C. Issuing shares
- D. Issuing commercial papers
- E. Leasing
- F. Accumulated depreciation

If the above are classified properly, the correct answer would be;

- A. AFC – internal & BE – Indirect
- B. AEF – Direct & BD – Short term
- C. AC – Equity & BE – Short term
- D. ACF – Direct & BDE – Indirect
- E. ACE – Long term & AC – Internal

43. A PLC at the Colombo stock exchange failed to publish its annual report. As a result, this company will have to trade in the;

- A. Main board
- B. Diri-savi board
- C. OTC board
- D. Default board
- E. Special lot board

44. The price index used to measure price changes of companies with high market capitalization, liquidity & financial strength at the Colombo Stock Exchange is;

- A. All share price index
- B. S&P SL20 price index

- C. Midcap price index
- D. Milanka price index
- E. Jardin fleming tracker price index

45. Select the correct statement out of the following;

- A. Selecting the most suitable persons for a job is recruitment
- B. Job description is a document showing what are the duties & responsibilities as a unit in the company
- C. Job specification shows the qualifications to be found in the job applicant
- D. Job analysis shows the features, qualities & behavior patterns to be found in the employee
- E. Performance appraisal is introducing the employee to the job & the organization

46. The following are some information regarding a job analysis;

- A. Accountant
- B. Grade – Executive
- C. Degree & / or professional qualifications
- D. Training certificates
- E. References
- F. Remuneration package
- G. Competency based promotions

Out of the above; the factors included in the job description are;

- A. ABCD
- B. ABDG
- C. ABFG
- D. BCDG
- E. CDEG

47. The following are some data & information;

- A. Monthly turnover of Belinda's business is Rs. 250,000/-

- B. 3 students of a school have got the given results. Alvin – 1A & 2B's, Berty – 3B's & Cathy – 3A's.
- C. The annual birth rate of Sri Lanka for 2014 is 1000:16.9
- D. 3 employees of a company earned the given salaries. Mala – Rs. 25,000/-, Leela – Rs. 14,500/- & Kamala – Rs. 12,000/-.

Out of the above, information can be;

- A. A&B  
B. A&C  
C. B&C  
D. C&D  
E. B&D

48. Which of the following information systems are used by the tactical level management of the company?

- A. MIS & DSS  
B. ESS & DSS  
C. TPS  
D. OAS & KWS  
E. DSS

49. The following table is about websites;

Category	Organization
1. .gov	A. Government organization
2. .com	B. Information sources organization
3. .edu	C. Business organization
4. .biz	D. Educational institute
5. .info	E. Commercial enterprise

The correct matching organization to the website extension in order can be;

- A. DBCAE  
B. AEDCB  
C. BCADE

- D. DBACE
- E. ADEBC

50. Select the correct category that includes the main elements of a business plan;
- A. Introduction, executive summary, table of contents, business description, financial plan, marketing plan & appendixes
  - B. Introduction, table of contents, business description, executive summary, finance plan, marketing plan & appendixes
  - C. Executive summary, introduction, table of contents, business description, marketing plan, finance plan & appendixes
  - D. Introduction, table of contents, executive summary, business description, marketing plan, finance plan & appendixes
  - E. Business description, introduction, table of contents, executive summary, marketing plan, finance plan & appendixes

The following questions are fill in the blanks & short answer questions;

1. Anything fulfilling a human need & want is known as ....., while any activity doing it is called ..... . At the same time the ..... for a product backed by willingness & ..... is demand.
2. Changing the form of natural resources & taking for usage is known as ..... production while a successful organization will have a vision + ..... + Goals + .....
3. Categorize the following as primary, secondary & tertiary;

✓ Electricity, gas & water	✓ Mining & quarrying
✓ Forestry & timber	✓ Manufacturing industries
✓ Fisheries	✓ Constructions
✓ Home ownership	✓ Retail trade

You may prepare a table for the above requirement

4. The process of adding value to inputs & converting into output is known as .....

5. Trade of a product with a value between 2 parties is known as ..... while exchange of ownership between 2 parties is ..... . How much a product is worthy to a customer is ..... & how happy the customer will be after using it is .....
6. Consumer goods are classified as ....., ....., ....., & ..... while industrial goods are classified as ....., ..... & .....
7. The following table is about a business' CSR & its relevant parties. Complete it by stating 2 responsibilities to each party;

Business social responsibility			
Customers	Employees	Investors	Society
1	1	1	1
2	2	2	2

8. The government income in the government annual budget is classified as ..... & ..... while the government expenditure is classified as ..... & .....
9. The authority & responsibility of implementing the monetary policy is with the ..... while the intention of that policy will be .....
10. The standard showing how small businesses can produce food safely & hygienically & prove it internationally is known as ....., while a standard that can be obtained as a startup or preliminary to the above is known as .....
11. The ISO standard on food protection is ..... while the standard certifying the right quantity of preservatives used in food is .....
12. A company that can start without a share capital is ..... while a company prohibited to issue securities to the general public is .....
13. A company registered abroad & doing business in Sri Lanka is known as ..... while for registering a company, the name, articles of association, ..... & ..... Should be submitted.
14. The payment made by a franchisee periodically is known as ..... while the types of franchises can be ....., ..... & .....

15. A type of businesses owned by a person or group people are called ..... while type of businesses owned by all citizens of the country is known as .....
16. Two or more businesses joining together for a short term project is known as .....
17. A collateral free short term loan collected by PLC's from the general public is known as .....
18. The document issued by a PLC certifying of the dividends to be paid in the future is ..... while the document certifying the company's ability to buy back shares at a currently agreed price is known as .....
19. Four acts affecting partnerships can be ....., ....., ..... & .....
20. Existing shareholders being given shares proportionately for free is a ..... While issuing them at a discounted rate is .....
21. The estimate done by an independent organization regarding the financial securities & the financial strength of the organization issuing it is known as .....
22. A company helping small businesses & entrepreneurs by providing equity capital is known as ..... While banking activities done through the telephone is known as .....
23. EPF is managed by the ..... while ETF is managed by the .....
24. The clearance center for cheques is ..... & the clearing system for government securities is ..... while the clearance center for stock market securities are .....
25. The communication line in which e-money travels worldwide is .....
26. The payment & settlement system assuring smooth function & stability of the financial system is considered under .....
27. Exchange of messages between 2 or more computers is known as ....
28. The administration of the Colombo ports is with .....
29. The person selling small products in a bicycle or cart is known as .....
30. Importing maldive fish from Maldives & packing it in the port's warehouse & exporting to Australia is known as ....., while Sri Lanka



spends most of its money on importing ..... while the largest buyer of Sri Lankan tea is .....

31. The ability to influence others & guide them is ..... while deciding how to achieve the goals & objectives is known as .....
32. How well the objectives were achieved during a specific time period is known as ....., while using resources without wastage in the process of achieving those objectives is .....
33. The process of authority flowing from top to bottom is ..... while as per Peter Drucker doing the right thing is known as .....
34. The steps in the decision making process can be .....
35. The 3 skills needed by a manager as per Robert L. Katz can be .....
36. The process of ensuring all activities & persons involved are focused & involved in quality is known as .....
37. Employees gathering in groups, discussing, finding solutions & submitting to their boss is known as .....
38. Ability of a product to satisfy its stated or implied needs & wants is ... while the flow of the product from department to department is ... layout.
39. Setting a price on how much the customer thinks it should be is ..... While setting a price just simply to survive in the market is .....
40. Manufacturing cars are done using ..... layout while mechanical workshops used ..... layout. Using a computer to design a product is ..... while a software system that controls a computer that in turn controls a machine or robot is known as .....
41. The relationship with a group that can influence a business & its activities is known as .....
42. A fund comprising money collected from a group of investors is known as .....
43. The market where short term borrowing & lending takes place is .... While the market where commercial banks' short term financial requirements are fulfilled by each other is .....

44. The automated transaction process at the CSE to trade securities of quoted PLC's is ....., a company issuing shares for the first time is .... while second time is .....
45. The CSE is a ..... Company while CDS is a ..... company
46. Draw up a small flow chart classifying finance market as money market & capital market
47. Share transactions at the CSE are done by ..... organizations while the CSE is monitored & controlled by .....
48. A collection of investments is known as .....
49. Learning something while working is ..... While changes made in a job on a routine basis for training & other purposes is ....
50. The document describing the job is ..... while the document describing the person for the job is .....
51. Checking a persons background in many aspects to select for a job is known as ..... while the no of employees joining & leaving in a particular period is .....
52. Negotiation between trade unions & management is ..... while the settlements they arrive at is .....
53. The main objective of HRM will be ....
54. The system combining voice, picture & sound is ..... while a ..... & .... Is used to protect an email account. Knowledge level information systems can be ..... & .....
55. The top level uses ..... for decision making while www & http stands for .....
56. The internet within a business is .... While if its accessible by selected outsiders, its .....
57. What the boss of the business has to say in a business plan is found in the .....
58. A business plan may attract .....
59. The overview of the business plan is given in the .... While its details are found in the .....

60. In a business plan, how the product is to be promoted is highlighted in the ....., how to produce it in the .... while how to finance the entire process is in the .....
61. Write down 4 supporting services that was came up along with the industrial revolution
62. Write down 4 drawbacks of the barter system
63. Integration of the world trade & economies is known as .....
64. When is the international earth day?
65. When is the world environment day?
66. When is the world consumer day?
67. When is the world labour day?
68. When is the world children & elders day?
69. When is the world Aids day?
70. Write down 4 parties to whom a business has CSR obligations
71. Write down 3 pillars of sustainable development
72. What are the elements of 4R concept?
73. Write 4 economic aims of the government
74. Write 4 types of tax revenue sources for the government
75. Write down 4 non tax income sources of the government
76. Write down internationally accepted consumer responsibilities
77. Write down internationally accepted consumer rights
78. What are the 2 types of government expenditure?
79. What does SDFR & SLFR stand for?
80. What does SRR & OMO stand for?
81. State some organizations relevant for consumer protection in Sri Lanka
82. If an organization is not responding for a customer complaint, within what period it should be notified to the CAA?
83. What does SLSI & MICR stand for?
84. What is the document inviting the public to purchase shares is called?
85. Where a company should be registered?

86. What are the types of agreements found in partnerships?
87. What are the documents to be submitted for registration of a limited liability company?
88. Minimum number of shares to be sold to start business is
89. Types of companies recognized by the companies' act of Sri Lanka are...
90. State the minimum number of directors in private limited, PLC, limited by guarantee & cooperatives
91. What is the organization dealing with cooperative employees?
92. What are the 4 new trends in entrepreneurship?
93. What are the 5 steps of the entrepreneurial process?
94. Write 4 entrepreneurial characteristics
95. Write 4 entrepreneurial skills
96. Write down 2 qualitative & quantitative factors each in determining small scale businesses.
97. Write down 4 government institutions that have given criteria to determine small businesses.
98. Write down 4 government institutions that provide incentives to small business.
99. What does ATM, ADM, ABM & CDM stand for?
100. What does EPF & ETF stand for?
101. What does SLIPS, SWIFT, RTGS & SSSS stand for?
102. When did the CBSL start?
103. Where can you get information about any borrower in Sri Lanka?
104. What are the 2 types of share issues found?
105. What is the parliament committee comprising ruling & opposition MP's to investigate state enterprises?
106. Who are the parties in a cheque?
107. What are information found in a MICR?
108. What are the famous e-money brands in Sri Lanka?
109. Write down some credit rating institutions in Sri Lanka
110. What are the types of foreign currency accounts found?

111. Who can open a FCBU account?
112. Who are parties involved in a e-money transaction?
113. Write down the parties found in unit trust
114. What are the 4 types of foreign trade?
115. What are principles related to Indemnity?
116. Write down some parties functioning in the insurance market
117. What is the organization monitoring & controlling insurance companies in Sri Lanka while what is the organization assisting exporters with insurance?
118. What are the requirements for an insurance policy to be valid?
119. Write 4 elements of transportation
120. Write down 4 steps of the warehousing process
121. Write down 4 ways of storing in a warehouse
122. Write 4 costs involved in a warehouse
123. Write down 4 types equipment used in a warehouse
124. Write the 2 bases of logistics
125. Write down 4 types of logistics
126. Write down 4 types of agents found
127. Write down 4 documents used in local trade
128. Write down 4 documents used in foreign trade
129. Write down some organizations assisting foreign trade
130. What are the countries found in SAARC & NAFTA?
131. What does SAPTA, SAFTA, APTA & ISFTA stand for?
132. Write down 4 countries of ASEAN
133. Write down 4 countries of EU
134. Write down 4 countries of SAARC
135. Write down 4 forms of electronic trade.
136. What are the functions of management?
137. What are the steps in the planning process?
138. What are the steps in the organizing process?
139. What are the steps in the controlling process?
140. What are the types of leaders found?

141. What are the types of layouts found in production?
142. What are the 4 decisive levels of stocks?
143. What are the sub elements of the holistic marketing concept?
144. Write down 4 markets in a modern exchange economy
145. Write down 8 core concepts of marketing
146. Write down 4 concepts of marketing
147. Write down 4 bases of segmenting a market
148. Write down the 4P's of marketing mix
149. What are the 7 P's of service marketing mix?
150. Write down 5 levels of a product
151. Write down 4 elements of product mix
152. Write down 4 elements of the price mix
153. Write down 4 elements of the place mix
154. Write down 4 elements of the promotional mix
155. Write down 5 stages of the product life cycle
156. What are elements of sales promotions?
157. Write the 4 types of brands
158. What are the types of decisions made in finance management?
159. What are the types of financial needs in financial management?
160. What are the internal sources of finance?
161. What are the external sources of finance?
162. What are the long term sources of finance?
163. What are the short term sources of finance?
164. What are the types of gearing found?
165. What are the types of profitability ratios found?
166. What are the types of performance ratios found?
167. What are the gearing ratios found?
168. What are the liquidity ratios found?
169. What are the market based ratios found?
170. What are the instruments exchanged in the financial market?
171. What are the sub markets of the financial market?
172. What are the sub elements of the money market?

173. What are the sub elements of the capital market?
174. What are the instruments traded in the capital market?
175. What does ASPI, S&P & TRI stand for?
176. Write down parties involved in the CSE
177. What are the indices published by CSE?
178. What are the methods in which employee movements take place?
179. What are the methods of designing jobs?
180. What are the stages of job analysis?
181. What are the steps of HR planning?
182. What are the types of labour relations?
183. What are the types information systems found?
184. What are the levels of users found in information systems?
185. What are the 3 elements that make up IT?

### **Student's Notes**

Note – This is simply a mock examination paper for the students of Mind-ventures Educational Services only & not allowed unauthorized referencing, extractions, usage etc by external parties mainly other students & teachers. Mind-ventures believes in & implements ethical teaching practices at all times.

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