සියලු ම හිමිකම් ඇවිරිණි /முழுப் பதிப்புரிமையுடையது /All Rights Reserved]

ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව
இலங்கைப் பரீட்சைத் திணைக்களம்
Department of Examinations, Sri Lanka

අධ්‍යයන පොදු සහතික පත්‍ර (උසස් පෙළ) විභාගය, 2026
கல்விப் பொதுத் தராதரப் பத்திர (உயர் தர)ப் பரீட்சை, 2026
General Certificate of Education (Adv. Level) Examination, 2026

வ්‍යාපාර අධ්‍යයනය I வணிகக் கல்வி I **Business Studies I**	**32 E I**	පැය දෙකයි இரண்டு மணித்தியாலம் ***Two hours***

Instructions:

- *Answer **all** questions **on this question paper** itself.*
- *Write your **Index Number** clearly in the space provided above.*
- *Select the correct answers for questions from **1-30** and write its number on the dotted line given.*
- *Write short answers for questions from **31-50** on the dotted lines given.*
- *Each question carries **two** marks.*

Index No. : .....

For Examiner's Use Only

For Paper I	
Q. Nos.	Marks
01 - 30	
31 - 50	
TOTAL	

	Signature	Code No.
1st Examiner		
2nd Examiner		
Addl. Chief		
E.M.F.		
Chief Examiner		

1. One of the primary objectives of a business is to

(1) enhance innovations. (2) deliver consumer value.
(3) enhance competition. (4) maintain ethical standards.
(5) encourage community development. (.....)

2. Which of the following is both a good and a service?

(1) hair cut (2) textbook (3) online movie
(4) restaurant meal (5) newspaper (.....)

3. What is the factor that influences a company to change its own packaging strategy in response to consumers' growing environmental awareness?

(1) technological (2) economic (3) political
(4) legal (5) social (.....)

4. The following are some responsibilities of a business.

A – Legal compliance
B – Genuine advertisements
C – Fair competition
D – Ontime tax payment
E – Maintain transparency
F – Respect consumer rights
G – Risk management
H – Avoid corruption

Out of the above, which of the following options represents only the ethical responsibilities of a business?

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

5. An entity engaged in selling a franchiser's goods is identified as a

(1) manufacturing franchise.
(2) business format franchise.
(3) product franchise.
(4) conversion franchise.
(5) distribution franchise. (.....)

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6. The following table depicts some monetary policy instruments and their descriptions.

Monetary Policy Instruments	Descriptions
(i) Overnight Policy Rate (OPR)	A - Buying and selling government securities
(ii) Open Market Operations (OMOs)	B - Mandatory percentage of deposits maintained by licensed commercial banks
(iii) Standing facilities	C - A single policy interest rate mechanism
(iv) Statutory Reserve Requirement (SRR)	D - Lending and deposit facilities offered to licensed commercial banks

Which option correctly matches the order of the monetary policy instruments listed above with relevant descriptions?

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

7. Following are some characteristics of a business.

A – Easy formation B – Mutual agency
C – Unlimited liability D – Limited liability
E – Perpetual existence F – Legal personality
G – Profit sharing H – Statutory audit

From the above, what is the option that contains only the characteristics relevant to a Public Limited Company (PLC)?

(1) A, B, F, G (2) A, D, F, H (3) B, D, F, G
(4) D, F, G, H (5) D, E, F, H (.....)

8. Following are some activities related to a manufacturing business.

A – Distribution B – Training
C – Finance D – Transportation
E – Production F – Marketing
G – Human Resource Management H – Auditing

From the above, what is the option that contains key functions of the business?

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

9. The following table shows the types of businesses and descriptions related to them.

Business Types	Descriptions
(i) Virtual	A - Ownership is passed down from one generation to another.
(ii) Retail	B - Products are sold across the entire country.
(iii) National	C - Operations are conducted digitally.
(iv) Family	D - Goods are directly delivered to the end consumers.

What is the option that correctly matches the order of the business types listed above with the relevant descriptions?

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

10. Which payment method best guarantees payment to a supplier?

(1) Bearer cheques (2) Post-dated cheques (3) Bank drafts
(4) Promissory notes (5) Bills of exchange (.....)

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11. The following table shows some digital payment methods and descriptions related to them.

Payment methods	Descriptions
(i) e-wallet	A - Near Field Communication (NFC) technology based payments
(ii) Internet banking	B - Payments using machine-readable codes
(iii) QR technology	C - Electronically stored value for digital transactions.
(iv) Contactless cards	D - Banking services accessed through an online platform.

What is the option that correctly matches the order of the payment methods listed above with the relevant descriptions?

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

12. Contribution principle of insurance will **not** be applicable for

(1) Fire insurance. (2) Marine insurance. (3) Motor insurance.
(4) Life insurance. (5) Health insurance. (.....)

13. Following are some methods of communication.

A – Intercom B – Personal letters
C – Meetings D – Circulars
E – e-mail F – Workshops
G – SMS H – Video calls

From the above, what is the option that contains only one-to-one communication methods?

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

14. Which type of communication involves symbols, charts and diagrams?

(1) Verbal (2) Written (3) Visual (4) Gesture (5) Non-verbal (.....)

15. The following table shows some export items and markets of a local company.

Export Items	Markets
Tea in bulk	United Kingdom
Fresh seafood	Japan
Cut flowers	United Arab Emirates
Samples of apparel	United States of America

Select the option with correct mode of transport for each export item corresponding to the markets.

(1) sea – air – air – sea (2) air – sea – sea – air
(3) sea – air – air – air (4) sea – air – sea – air
(5) air – sea – air – sea (.....)

16. The following table shows some technologies used in modern retail outlets and their functions.

Technologies	Functions
(i) Radio Frequency Identification (RFID)	A - Fast and accurate billing.
(ii) Inventory Management Software	B - Enhance sales effectiveness.
(iii) Customer Relationship Management (CRM) Software	C - Payment without cashier assistance.
(iv) Self-checkout Machine	D - Automatically identifies tagged items.
(v) Point of Sale (POS) System	E - Enhance supply chain visibility.

What is the option that correctly matches the order of the technologies listed above with the relevant functions?

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

[See page four

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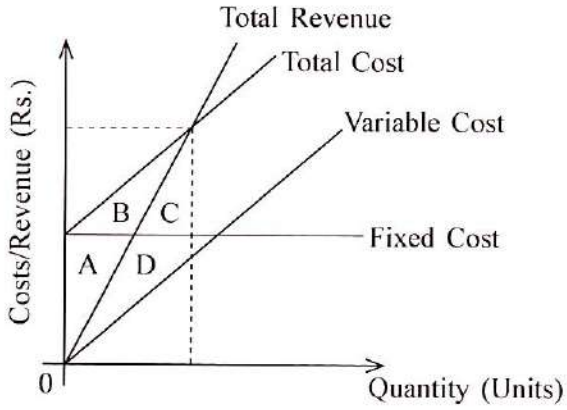
17. Buying and selling goods directly between individuals through Facebook is known as
(1) B2B (2) B2C (3) B2G (4) C2C (5) G2C (.....)

18. Promotion of a product or a service based on their environmental benefits is known as
(1) social marketing. (2) green marketing.
(3) relationship marketing. (4) viral marketing.
(5) direct marketing. (.....)

19. Which of the following is a SMART objective?
(1) Expand the business within next year.
(2) Improve sales marginally during the next 6 months.
(3) Reduce employee turnover by 3% in the future.
(4) Work productively in the future to obtain a good outcome.
(5) Increase sales by 10% within the next 6 months. (.....)

20. Which factory layout leads to less work-in-progress?
(1) Process (2) Product (3) Cellular (4) Fixed (5) Hybrid (.....)

21. The following graph shows the break-even point of a product.



Select the correct option that represents the total loss indicated in the above graph.
(1) A + B (2) A + D (3) B + C (4) B + D (5) C + D (.....)

22. Which option correctly shows an opportunity and a threat for a firm?
(1) Strong brand image and lack of skilled employees
(2) Growing social media usage and rising cyber security risks
(3) High product quality and customer loyalty
(4) Low employee turnover and poor leadership of the business
(5) Strong team culture and financial stability (.....)

23. The following table presents terms relating to supply chain management and their descriptions.

Terms	Descriptions
(i) Manufacturing	A - Identifying and selecting suppliers to obtain goods.
(ii) Procurement	B - Converting inputs into finished goods.
(iii) JIT method	C - Obtaining materials for production at the required time.
(iv) Supply sources	D - Purchasing raw materials required for business operations.

What is the option that correctly matches the order of the terms listed above with the relevant descriptions?
(1) A, D, C, B (2) B, A, C, D (3) B, D, C, A
(4) C, B, D, A (5) C, D, B, A (.....)

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24. The following table shows financial data of company A and B.

Item	Company A	Company B
Credit sales (Rs)	2 500 000	3 200 000
Net profits (Rs)	500 000	800 000
Trade debtors (Rs)	200 000	400 000

Net profit ratio $= \frac{\text{Net profit}}{\text{Sales}} \times 100$

Trade Debtors' turnover ratio $= \frac{\text{Credit sales}}{\text{Trade debtors}}$

According to the above information,

(1) Company A is more profitable but less efficient in debt collection than company B.
(2) Company B is more profitable but less efficient in debt collection than company A.
(3) Company A is profitable as well as efficient in debt collection than company B.
(4) Company B is profitable as well as efficient in debt collection than company A.
(5) Company A is more profitable and company B is more efficient in debt collection. (.....)

25. Following are some sources of finance

A – Factoring
B – Venture capital
C – Private equity
D – Mortgage
E – Ordinary shares
F – Promissory notes
G – Debentures
H – Preference shares
I – Retained earnings
J – Commercial papers

Out of the above, what is the option that contains only equity sources of finance?

(1) A, B, C, H, J (2) B, C, E, H, I (3) B, C, F, H, J
(4) C, B, E, F, I (5) C, E, F, H, I (.....)

26. The following are some terms associated with human resource management.

A – Training
B – Remuneration
C – Skills
D – Knowledge
E – Personality
F – Rewards
G – Experience
H – Promotions
I – Recognition
J – Attitudes

Out of the above, which option contains only traits specific to employees?

(1) A, C, D, E, I (2) A, C, E, F, G (3) C, D, E, G, J
(4) C, D, F, G, I (5) D, E, H, G, J (.....)

27. The following are some signs of conflicts in a firm.

A – Low productivity
B – Picketing
C – Lock-out
D – Employee turnover
E – Work-to-rule
F – Strikes
G – Protests
H – Absenteeism

Out of the above, which option contains only indirect signs of conflict between employees and employers?

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

28. Consider the following statements on Voice over Internet Protocol (VoIP).

Statement A : VoIP allows users to make voice calls using an internet connection instead of fixed telephone lines.

Statement B : VoIP service can only be used on fixed landline telephone systems and cannot work on mobile devices.

From the above two statements,

(1) only A is correct.
(2) only B is correct.
(3) both A and B are incorrect.
(4) while both A and B are correct, A is elaborated through B.
(5) while both A and B are correct, B is elaborated through A. (.....)

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29. Word Processing is

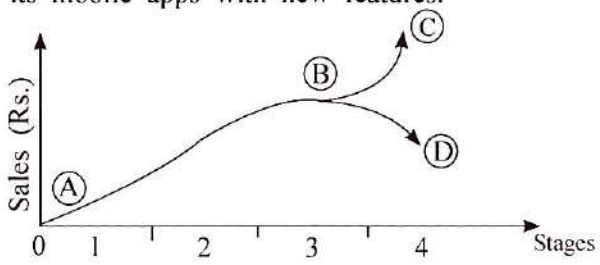
(1) an operating software. (2) an application software. (3) an utility software.
(4) a programming software. (5) a language software.

(.....)

30. A tech-company has arrived at the following decisions.

I – Suspend its typewriter manufacturing.

II – Upgrade one of its mobile apps with new features.



Select the correct option that represent the above two decisions respectively in the product life cycle graph.

(1) A and B (2) A and D (3) B and C (4) D and B (5) D and C (.....)

(2 × 30 = 60 *marks*)

60

● Answer Question No. **31** to **40**, by filling in the blanks with a **suitable word / words**.

31. (a) According to the nature of production, road construction belongs to ..... sector while banking belongs to ..... sector.

(b) Although businesses can create human ....., they cannot create human ..... .

32. (a) The tax deducted from an individual's bank interest before it is received to a person is called as ..... tax and the tax charged on profits earned from the sale of investment assets is called as ..... tax.

(b) ISO ..... is related to quality management systems while ISO ..... is related to food safety management systems.

33. (a) Economic Order Quantity is the point where ..... cost and ..... cost intersect.

(b) Raw material handling is an example for ..... logistics whereas delivery of finished products is an example for ..... logistics.

34. (a) ..... oriented leadership prioritizes the wellbeing of followers whereas ..... oriented leadership prioritizes goals and deadlines.

(b) A manager derives ..... power from his formal position whereas ..... power is derived from his knowledge, skills and experiences.

35. (a) The number of employees directly reporting to a manager is called as the ..... and an employee receiving instructions only from one immediate supervisor is called as the ..... .

(b) The ability of a manager to work well with employees represents ..... skills whereas, the ability to understand the organization holistically represents ..... skills.

36. (a) In marketing, factory is the starting point of ..... concept whereas market is the starting point of ..... concept.

(b) A manufacturer selling textiles to a garment factory is an example for ..... market while a manufacturer selling textiles to a final customer is an example for ..... market.

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37. (a) Standing Lending Facility Rate acts as the ..... limit of the short-term market interest rate while Standing Deposit Facility Rate acts as the ..... limit of the short-term market interest rate.

(b) Short-term government securities with maturity less than one year is called as treasury ..... while long-term debt instruments issued by the government is called as treasury ..... .

38. (a) Expanding the depth of a job is called as job ..... whereas expanding the scope of a job is called as job ..... .

(b) Government Service Provident Fund is managed by the ..... Department of Sri Lanka while Employee Provident Fund is managed by the ..... of Sri Lanka.

39. (a) A navigation system that locates the exact place of a business is called as ..... whereas a computer technology where machines make decisions like humans is called as ..... .

(b) A Transaction Processing System (TPS) is primarily used by ..... level managers while an Executive Support System is primarily used by ..... level managers.

40. (a) A business plan of an organization presents pricing and promotional strategies through its ..... plan and projected revenues and costs through its ..... plan.

(b) The international organization that promotes free and fair global trade by setting trade regulations is ..... whereas the international organization that provides financial assistance and promotes monetary stability within their member states is ..... .

- Answer question No. **41 - 50**, writing the **suitable answers** in the space provided.

41. Write the formulae used to calculate the productivity indices for the following.

(1) Labour : ..... (2) Raw materials : .....

(3) Machinery : ..... (4) Total : .....

42. Write **two** ways how intrapreneurs differ from entrepreneurs.

(1) .....

(2) .....

43. Write **four** services offered to businesses by licensed specialized banks in Sri Lanka.

(1) .....

(2) .....

(3) .....

(4) .....

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44. Name **four** main components of holistic marketing.

(1) .....

(2) .....

(3) .....

(4) .....

45. Indicate whether the behaviour of the following criteria of operation is high or low in relation to the Job production method.

Criteria	High / Low
(i) Volume of output	.....
(ii) Range of products	.....
(iii) Flexibility of production process	.....
(iv) Cost of production	.....

46. Write **two** sources of short-term and **two** sources of long-term debt finance accessible for a business.

Short-Term	Long-Term
(1)	(1) .....
(2)	(2) .....

47. Write **two** advantages and **two** disadvantages of casual employees for a business.

Advantages	Disadvantages
(1)	(1) .....
(2)	(2) .....

48. Name **four** main components of an Information System (IS).

(1) .....

(2) .....

(3) .....

(4) .....

49. State **four** methods a company can use to collect primary data to conduct a market survey.

(1) .....

(2) .....

(3) .....

(4) .....

50. Write the full form of the following abbreviations related to trade agreements.

(1) SAFTA - .....

(2) APTA - .....

(3) USMCA - .....

(4) ASEAN - .....

* * *

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இலங்கைப் பரீட்சைத் திணைக்களம்
Department of Examinations, Sri Lanka

අධ්‍යයන පොදු සහතික පත්‍ර (උසස් පෙළ) විභාගය, 2026
கல்விப் பொதுத் தராதரப் பத்திர (உயர் தர)ப் பரீட்சை, 2026
General Certificate of Education (Adv. Level) Examination, 2026

ව්‍යාපාර අධ්‍යයනය II வணிகக் கல்வி II **Business Studies II**	**32**	**E** **II**

පැය තුනයි மூன்று மணித்தியாலம் ***Three hours***	අමතර කියවීම් කාලය - මිනිත්තු 10 යි மேலதிக வாசிப்பு நேரம் - 10 நிமிடங்கள் **Additional Reading Time - 10 minutes**

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

Instructions:
* *Answer **five** questions selecting at least **two** questions from each part.*

Part I

1. DM Foods is a local company that produces hygienically-processed fruit juices. The company sources a variety of fruits from local growers, and the supply of these fruits varies depending on seasonal conditions. DM Foods adds value to its products by introducing attractive packaging and adding vitamin enriched flavours to meet customer preferences. Managers of the company maintain close relationships with its suppliers, supermarkets and employees. Meanwhile, with the entry of new fruit juice producers to the market, existing competition of DM Foods increased.

   (i) (a) Mention **two** human needs fulfilled by the above company. (02 marks)
   (b) Explain how value addition of products influences the profit of the above company. (02 marks)

   (ii) (a) Write **two** benefits that the above company can gain by selling its products through supermarkets. (02 marks)
   (b) State **two** reasons why DM Foods company needs to build close relationships with its growers. (02 marks)

   (iii) (a) Name **two** internal stakeholders of the above company and state one reason each as to why they are interested in the company's affairs. (02 marks)
   (b) Name **four** parties who belong to the task environment in the given scenario. (02 marks)

   (iv) (a) Indicate an opportunity and a threat that the DM Foods company will encounter due to fluctuations in the fruit supplies as a result of seasonal variations. (02 marks)
   (b) State **two** benefits DM Foods company can obtain by processing its products hygienically. (02 marks)

   (v) (a) State **two** responsibilities DM Foods company can discharge to its local growers. (02 marks)
   (b) Write **two** ways DM Foods company can contribute to promote environmental sustainability. (02 marks)

   (*Total* 20 *marks*)

2. Kamal and Yasas commenced a partnership to manufacture electronic appliances without a written agreement. This entity expects government support to expand its business activities into the international market. A few years later, Yasas withdrew from the partnership drawing his share of the investment. Thereafter, the business was converted into a sole proprietorship. In the meantime, the electronic appliance industry was confronted with multiple challenges including high taxation, strict quality standards and rising labour costs.

   (i) (a) Indicate **two** supportive services the entity can obtain from the government to expand its products into the international market. (02 marks)
   (b) Mention **two** benefits the government receives from this business. (02 marks)

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(ii) (a) Describe the basis on which the profit or loss of the partnership will be shared between the partners providing a reason. (02 marks)

(b) State **two** benefits consumers can gain by strict quality standards imposed by the government to the electronic appliance industry. (02 marks)

(iii) State **two** advantages and **two** disadvantages Kamal can claim by converting the partnership into a sole proprietorship. (04 marks)

(iv) (a) Indicate **two** disadvantages for the business non-registering as a sole-proprietorship under the Business Name Ordinance. (02 marks)

(b) If Kamal intends to convert this business into a private limited company, name **two** mandatory documents he should submit to the Registrar of Companies. (02 marks)

(v) (a) Suggest **two** ways how Kamal could manufacture his electronic products in an eco-friendly manner. (02 marks)

(b) Propose **two** strategies Kamal can adopt to minimize the impact to the production cost, caused by the rising cost of labour. (02 marks)

(*Total* 20 *marks*)

3. Nadeesha established a small-scale business for producing ornamental items. With the growth of the business, she recruited five employees and purchased an automated machine through a micro finance loan facility to expand the production capacity. In the meantime, Nadeesha registered the trade mark to ensure legal protection for her products. Also, she invested her savings in the stock market and a unit trust.

(i) (a) Indicate **two** ways in which Nadeesha as an entrepreneur could contribute to the Sri Lankan economy. (02 marks)

(b) Name a criterion included in the above case that classifies Nadeesha's business as a small-scale entity. (02 marks)

(ii) (a) State **two** advantages Nadeesha would obtain from bank savings than investing in the share market. (02 marks)

(b) Write **two** disadvantages Nadeesha will incur by obtaining a micro finance loan. (02 marks)

(iii) (a) State **two** challenges Nadeesha might confront in expanding her business. (02 marks)

(b) Name **two** governmental institutions, except banks, Nadeesha can approach to obtain support to expand her business. (02 marks)

(iv) (a) State **two** benefits Nadeesha could gain by investing in unit trusts. (02 marks)

(b) Mention **two** benefits Nadeesha can obtain by automating her business. (02 marks)

(v) (a) Define 'Trade mark'. (02 marks)

(b) State **two** advantages Nadeesha can gain through registering the trade mark for her products. (02 marks)

(*Total* 20 *marks*)

4. (i) (a) State **two** benefits of general insurance for a business. (02 marks)

(b) Name **two** services offered by the Sri Lanka Export Credit Insurance Corporation (SLECIC) for exporters. (02 marks)

(ii) (a) Define 'logistics'. (02 marks)

(b) Describe **two** key functions of logistics management. (02 marks)

(iii) (a) Indicate **two** differences between bilateral and multilateral trade agreements. (02 marks)

(b) State **two** differences between direct and indirect distribution channels. (02 marks)

(iv) (a) Write **two** benefits of using Certificate of Origin in international trade for importers. (02 marks)

(b) Mention **two** disadvantages a country might incur by sending money internationally through unauthorized channels. (02 marks)

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(v) (a) Write **two** reasons for imposing trade embargos by a country to another country. (02 marks)

(b) Mention a quantitative and a qualitative control measure imposed by a government to restrict imports. (02 marks)

(*Total* 20 *marks*)

Part II

5. The production manager of Front-line plastic bottling plant developed a plan to minimize waste and increase the daily production volume from 7,500 to 10,000 bottles. The management adopts a clear chain of command from top to bottom and encourage employee participation in decision making. However, poor inventory control system has caused inventory shortages and production delays.

(i) (a) State **two** benefits Front-line can obtain through waste minimization. (02 marks)

(b) Write **two** adverse impacts to the environment caused by plastic bottles. (02 marks)

(ii) (a) Define 'Chain of command'. (02 marks)

(b) Write an advantage and a disadvantage of top-bottom chain of command approach adopted by the management. (02 marks)

(iii) (a) Explain how the participatory leadership style affect employee motivation. (02 marks)

(b) Write **two** disadvantages to the institution of encouraging employee participation in decision making. (02 marks)

(iv) (a) Describe **two** reasons for poor inventory control. (02 marks)

(b) State **two** adverse effects Front-line plastic bottling business may encounter due to production delays. (02 marks)

(v) (a) Suggest **two** strategies to increase the production level to 10,000 bottles with the given resource capacity. (02 marks)

(b) Briefly explain what is meant by 'idle time' in manufacturing. (02 marks)

(*Total* 20 *marks*)

6. Gamma, a local tele-marketing company, faced a severe competition from international players. The company launched a digital marketing campaign via social media to expand its services islandwide. In addition, the company introduced eco-friendly packaging for home delivery. Moreover, Gamma expects to obtain a loan or a lease from a commercial bank to purchase delivery vehicles to speed up the service. Meanwhile, high operational costs of the company created cash flow problems.

(i) (a) Indicate **two** marketing mix strategies Gamma adopted. (02 marks)

(b) Name **two** benefits customers can gain through home delivery. (02 marks)

(ii) (a) State **two** benefits Gamma can enjoy via social media marketing campaigns. (02 marks)

(b) Write **two** risks a business faces through a digital marketing campaign. (02 marks)

(iii) Mention **four** ways in which eco-friendly packaging could enhance a company's brand image. (04 marks)

(iv) (a) State **two** advantages of obtaining a loan from a commercial bank to purchase delivery vehicles. (02 marks)

(b) If Gamma purchases delivery vehicles through a leasing facility, state **two** reasons why a finance lease is more preferable than an operating lease. (02 marks)

(v) (a) Indicate **two** strategies to address cash flow problems of Gamma. (02 marks)

(b) Write an advantage and a disadvantage of outsourcing delivery service instead of maintaining its own fleet. (02 marks)

(*Total* 20 *marks*)

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7. The management of a business is planning to recruit staff through walk-in interviews. Also, the company has designed a well-structured training and development program and a reward scheme to motivate the staff. Moreover, it was decided to update the management control system and the human resource plan of the company.

(i) (a) Write **two** advantages of 'walk-in interviews' for businesses. (02 marks)

(b) Name **two** alternative methods of speedy recruitment other than walk-in interviews. (02 marks)

(ii) (a) State **two** benefits of providing training and development opportunities for employees. (02 marks)

(b) Suggest **two** non-monetary rewards that can be offered for employees. (02 marks)

(iii) (a) Explain **two** benefits of employee succession planning for a company. (02 marks)

(b) Differentiate short-term and long-term planning of a business with an example. (02 marks)

(iv) (a) Mention **two** benefits a company can gain by updating the management control system. (02 marks)

(b) What is a human resource plan? (02 marks)

(v) State **four** benefits of the 'Zero defects' technique used in quality management. (04 marks)

(*Total* 20 *marks*)

8. (i) (a) What is a 'search engine'? (02 marks)

(b) State **two** methods to avoid cyber security threats of a business. (02 marks)

(ii) (a) Write **two** advantages of using open source software for a company. (02 marks)

(b) Mention **two** input devices used in a computer system. (02 marks)

(iii) (a) Write **two** advantages of using big data for business decision making. (02 marks)

(b) Differentiate between Local Area Network (LAN) and Wide Area Network (WAN). (02 marks)

(iv) (a) Name **two** instances where an existing business plan needs to be revised. (02 marks)

(b) Mention **two** advantages of financial projection in business planning. (02 marks)

(v) (a) Define 'pre-operating expenses' and provide **two** examples. (02 marks)

(b) Write **two** consequences of underestimating pre-operating expenses by a business. (02 marks)

(*Total* 20 *marks*)

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