WEST AFRICAN SENIOR SCHOOL CERTIFICATE EXAMINATION

BUSINESS MANAGEMENT

PAPER 1 — OBJECTIVE TEST

2017

Time Allowed: 1 hour | 50 Questions

Answer all the questions. Each question is followed by four options lettered A to D. Find the correct option for each question and shade in pencil on your answer sheet the answer space which bears the same letter as the option you have chosen.

1. The ends that organizations strive to achieve are

A. ethics.
B. goals.
C. norms.
D. values.

2. People responsible for directing the affairs of organizations are

A. employees.
B. employers.
C. managers.
D. unions.

3. Which of the following factors lead to business failure?

A. Constant stocktaking.
B. Evaluating performance.
C. Greater flexibility.
D. Uncontrolled expansion.

4. The management function which involves engaging people to carry out a task is

A. planning.
B. controlling.
C. organizing.
D. directing.

5. The signing of cheques by a manager is part of his role as

A. figurehead.
B. leader.
C. resource allocator.
D. spokesperson.

6. The ability to develop, organize and manage a business venture is

A. business planning.
B. entrepreneurship.
C. intrapreneurship.
D. joint venture.

7. Which of the following marketing strategies should be adopted for a product in its growth stage?

A. Low prices are encouraged.
B. New products should replace weak products.
C. Promotional activities must be intensified.
D. Promotional activities should be reduced.

8. The procedures applied to check performance against set standards is

A. administration.
B. controlling.
C. planning.
D. supervision.

9. The act of assigning authority and responsibility in an organization is

A. Delegation.
B. decentralization.
C. span of control.
D. unity of command.

10. A business that is locally owned and with very few employees working at a single location is

A. a small business.
B. a sole proprietorship.
C. a rural enterprise.
D. mail order business.

11. The integration of the various activities within an organization is

A. centralization.
B. decentralization.
C. co-ordination.
D. controlling.

12. When a message is distorted along the channels of communication it depicts

A. communication gap.
B. filtering.
C. jargon.
D. miscommunication.

13. The use of communication skills in bargaining to manage conflict and reach mutually satisfying outcomes is

A. arbitration.
B. conciliation.
C. negotiation.
D. resolution.

14. The desire for achievement and recognition are

A. affection needs.
B. esteem needs.
C. physiological needs.
D. safety needs.

15. The product concept involves

A. an idea of how a product should look like.
B. improving upon the quality of an existing or new product.
C. improving upon the production process.
D. various categories of product available for consumption.

16. The right to control activities of other department as they relate to specific processes and policies is

A. chain of command.
B. functional authority.
C. line authority.
D. staff authority.

17. Segmenting a market on the bases of age and gender is

A. benefit sought.
B. demographic.
C. geographic.
D. psychographic.

18. Initiating new projects to create change is part of a manager’s role as

A. a disturbance handler.
B. an entrepreneur.
C. a negotiator.
D. a shareholder.

19. Which of the following activities uses the flow production process?

A. Carpentry.
B. Refinery.
C. Metal fabrication.
D. Road construction.

20. A type of decision which deals with unstructured problems is

A. non-programmed decision.
B. operational decision.
C. programmed decision.
D. tactical decision.

21. A period of supervised training required for qualifying for a profession is

A. internship.
B. off-the-job training.
C. on-the-job training.
D. vestibule training.

22. A tool for planning and controlling which measures relationship between two items is

A. break-even analysis.
B. budget.
C. financial ratio.
D. forecast.

23. Negotiation between labour and management over condition of service and terms of employment is

A. collective bargaining.
B. conflict resolution.
C. consultative meeting.
D. work-to-rule.

24. A document which provides comprehensive information on the activities of a company throughout the preceding year is

A. account and report.
B. bank statement.
C. payroll.
D. performance appraisal.

25. The specific work or task an individual is expected to perform in an organization is job

A. evaluation.
B. description.
C. design.
D. specification.

26. When a computer keeps data until it is required at a later date, it is performing the function of

A. processing.
B. receiving.
C. retrieval.
D. storage.

27. The main objective of every business organization is to

A. employ people.
B. make profit.
C. provide services.
D. sell goods.

28. A consideration which consists of a promise to do something in the future is

A. executed consideration.
B. executory consideration.
C. future performance.
D. invitation to treat.

29. A written statement of the education, experience and skills required to fill a vacancy in an organization is job

A. description.
B. design.
C. evaluation.
D. specification.

30. An incomplete statement of a material fact is

A. misrepresentation.
B. mistake.
C. void agreement.
D. void contract.

31. A characteristic of common market is

A. harmonization of economic policies.
B. restriction of the movement of capital and labour.
C. trade barriers.
D. varied external tariffs.

32. A market for trading in long term securities is

A. commercial bank.
B. development bank.
C. micro finance institution.
D. stock exchange.

33. A refusal to honour one's contractual obligations is

A. abrogation.
B. breach.
C. repudiation.
D. rescission.

34. Recruitment, placement and training of employees in an organization are duties performed by the

A. human resource department.
B. legal department.
C. production department.
D. public relation department.

35. Which of the following features does not apply to a Bill of Exchange?

A. It must be an order.
B. It must be signed by the drawer.
C. It must be transferable.
D. The order must be in writing.

36. If a group of countries remove trade barriers between them and set same tariffs on goods coming from other countries, they are

A. a common market.
B. a customs union.
C. an economic union.
D. a free trade area.

37. One of the functions of a Central bank is

A. accepting deposits from the general public.
B. controlling money supply.
C. granting loans to individual.
D. operating as profit making organization.

38. A written order instructing a bank to pay a specified amount over the counter is

A. Bill of Exchange.
B. Open cheque.
C. Promissory note.
D. Standing order.

39. An order sent by an importer to his foreign agent for the supply of goods is

A. certificate of origin.
B. consular invoice.
C. freight note.
D. indent.

40. Effective communication in an organization can be enhanced by

A. talking with force.
B. the use of jargon.
C. using an interpreter.
D. using simple language.

41. A document issued by a seller to a buyer to inform him of any reduction in the amount owing is

A. credit note.
B. debit note.
C. delivery note.
D. invoice.

42. A function of a Commercial Bank is

A. controlling money supply.
B. determining interest rate.
C. lender of last resort.
D. providing custody for valuables.

43. Which of the following statements is not a factor to consider in promoting staff?

A. Ability to discharge higher responsibility.
B. Education and qualification.
C. Family ties and relationship.
D. Quality of job performance.

44. One of the challenges of developing countries in relation to international trade is

A. depreciation of currency.
B. export of processed goods.
C. increase in the price of export.
D. large size of market.

45. The pooling of risk is based on the principle of

A. contribution.
B. indemnity.
C. large numbers.
D. proximate cause.

46. Which of the following documents gives title to goods in international trade?

A. Bill of lading.
B. Certificate of origin.
C. Consular invoice.
D. Proforma invoice.

47. Tax levied on goods imported is

A. customs duty.
B. excise duty.
C. income duty.
D. purchase tax.

48. The form of foreign trade in which goods shipped to one port are subsequently re-exported is

A. barter trade.
B. counter trade.
C. entrepot.
D. manifest.

49. Mr. Kwame suffered a car accident. The insurance company compensated him and retained the scrap. This reflects the insurance principle of

A. insurable interest.
B. proximate cause.
C. subrogation.
D. utmost good faith.

50. An example of government recurrent expenditure is

A. cost of road construction.
B. cost of building schools.
C. payment of loans.
D. payment of salaries.

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