

සියලු ම හිමිකම් ඇවිරිණි]
 முழுப் பதிப்புரிமையடையது]
 All Rights Reserved]

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

Open Competitive Examination for Recruitment to Class III of the
 Sri Lanka Administrative Service – 2011 (2012)

(02) Essay and Precis

Two hours

Answer **both** questions.

1. Select **one** of the following topics and write an essay in **250 - 300** words with analytical and logical presentation of facts.
 - (i) Problems and challenges that may be encountered by the officers of the Sri Lanka Administrative Service in providing an impartial and people friendly service
 - (ii) Standard, reliability and appropriacy depicted through electronic media advertising in Sri Lanka
 - (iii) Impact of sanctions and enjoining orders of world powers on developing countries
 - (iv) Strategies suitable to be adopted in conflict resolution and building up co-existence in the countries with multi-ethnic, multi-religious and multi-lingual societies
 - (v) Opinions and protests that may arise between the administrators of States and general public in the face of economic inflation and financial crises prevailing in certain countries in the world
 - (vi) It is a natural phenomenon that new trends emerge in relation to the culture and values even in any country due to the industrialization and commercialization.
2. Read the following passage and summarize it reducing to **about one third** of its present length and suggest a suitable title to it. (Write the number of words you used at the end of the summary)

Sri Lanka was granted GSP+ tariff concessions for the period of July 2005 - December 2008. Sri Lanka is among the 16 beneficiary countries and the only South Asian country that qualified to receive additional preferences offered under the GSP+ incentive arrangement.

Given the renewable nature of the GSP+ concessions, all stakeholders have been aware that there is an inherent uncertainty regarding the continuation of the facility, particularly since around the second half of 2008. Nevertheless, the GSP+ concessions initially provided an opportunity for Sri Lankan exporters to reach out to the EU market to showcase the high quality of their products and their commitment to timely deliveries. Therefore, the experience and goodwill gained from their participation in these international trading arrangements would have strengthened and prepared them to develop their products further, and fine-tune their methods of capturing new markets in their paths towards greater market penetration and productivity.

In the event the concessions are discontinued, it could impact industries in different ways. Some industries, which relied heavily on concessions and did not effect any changes in the manner of carrying on their businesses, may be affected to a greater extent. However, those industries which have prudently taken measures to adjust to an environment sans GSP+ benefits, by increasing the efficiency of the production processes through better management practices as well as through the adoption of new technologies, would be now well positioned to meet the above challenge. The apparel industry, in particular, has made significant strides in establishing itself as a competitive apparel sourcing base with world class facilities and infrastructure.

It is likely that the possible discontinuation of the GSP+ concessions would prompt industrialists and exporters to be more productive by increasing the efficiency of the production processes to retain their competitive advantages, as well as compel them to diversify their range of products, and seek new markets, thus making Sri Lanka's exports more competitive in the long run.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

In the second section, the author details the various methods used to collect and analyze the data. This includes both manual and automated processes. The goal is to ensure that the data is as accurate and reliable as possible.

The third section provides a comprehensive overview of the results obtained from the analysis. It highlights key trends and patterns that have emerged from the data. These findings are crucial for understanding the underlying dynamics of the system being studied.

Finally, the document concludes with a series of recommendations based on the findings. These suggestions are intended to help improve the efficiency and accuracy of the data collection and analysis process in the future.

10/11/11

ජාතික ඇගයීම් හා පරීක්ෂණ සේවාව ජ්‍යෙෂ්ඨ මනිපරීක්ෂකවරුන්ගේ සහයෙන් **National Evaluation and Testing Service** ලෙසින් විශාල ලෙස පිහිටි **Department of Examinations** විසින් මෙහි පරීක්ෂණ කටයුතු සලසා දෙනු ලබයි. **Department of Examinations** විසින් මෙහි පරීක්ෂණ කටයුතු සලසා දෙනු ලබයි. **Department of Examinations** විසින් මෙහි පරීක්ෂණ කටයුතු සලසා දෙනු ලබයි. **Department of Examinations** විසින් මෙහි පරීක්ෂණ කටයුතු සලසා දෙනු ලබයි.

සියලුම හිමිකම් ඇවිරිණි/முழுப் பதிப்பரிமையடையது/All Rights Reserved


Open Competitive Examination for Recruitment to Class III of the Sri Lanka Administrative Service - 2011(2012)

(03) General Knowledge

Two hours

Instructions to Candidates

N.B.



- * Answerscripts marked with pencil and those where erasing fluid has been used will not be marked/evaluated.
- * In answering Part I, answerscripts where the numbers are not written as indicated below also will not be marked/evaluated.

1 2 3 4

Write your Index Number here and on page 3 and page 5 in the space indicated.

.....

Checked as correct

.....

Invigilator's Initials

Instructions to candidates :

- * This paper consists of two parts and 10 pages.
- * Part I contains 50 multiple choice questions and Part II contains 50 short answer type questions.
- * Answer all questions on this paper itself.
- * The time allocated for this question paper is two hours.
- * Commence answering only after the Centre Supervisor's announcement.
- * Answers should be given strictly according to the instructions given and marks will not be awarded to any answer given contrary to the instructions.
- * Even if you are not attempting the paper hand it over to the Supervisor.
- * Write the answers clearly and legibly in blue or black ink only and not in pencil.
- * It is an offence to remove this question paper from the examination hall or to photocopy the same.
- * Answer scripts with illegible figures, illegible handwriting, those where erasing fluid has been used and written in pencil will not be marked /evaluated.

For Examiner's use only

Page No.	Question Nos.	Marks awarded
I	2	1 - 12
	3	13 - 21
	4	22 - 32
	5	33 - 42
	6	43 - 50
II	7	51 - 63
	8	64 - 76
	9	77 - 89
	10	90 - 100
Total		

Total	In figures	
	In words	

Marking Examiner 1	
Marking Examiner 2	
Checked by	

Part I

- For each of the questions from No. 1 to 50 out of the answers given select the **correct or the most appropriate** answer and write its **number on the dotted line** given against the question.
1. According to the Report of the Central Bank of Sri Lanka 2010, the target of per capita income of Sri Lanka at the end of this year in US dollars is
(1) 2 900. (2) 3 000. (3) 3 100. (4) 3 200. (.....)
 2. Current rate of unemployment in Sri Lanka is
(1) 7.4%. (2) 6.3%. (3) 5.2%. (4) 4.2%. (.....)
 3. When compared with other SAARC countries the **special** status achieved by Sri Lanka is having
(1) a minimal level of illiteracy. (2) a development of infrastructure.
(3) a political stability. (4) an increase in skills of people. (.....)
 4. The year in which it has been planned to provide electricity for each household in the Island is
(1) 2013. (2) 2014. (3) 2015. (4) 2016. (.....)
 5. Out of these, what is the **incorrect** statement about the current population of Sri Lanka
(1) The population is about 21.1 million.
(2) The population over 65 years of age is about 10.5%.
(3) Life expectancy is about 75 years.
(4) The rate of maternal mortality is 39 per 100 000. (.....)
 6. Out of the following, what is the SLT direct telephone number to which bribery and corruption acts should be informed?
(1) 1924 (2) 1954 (3) 1964 (4) 1984 (.....)
 7. When hoisting the National Flag of Sri Lanka, what should **not** be followed is
(1) hoisting it before the other flags are hoisted.
(2) hoisting it at all State functions.
(3) hoisting it below religious flags.
(4) hoisting it slowly into the sky ceremonially. (.....)
 8. What is the most important step taken by Sri Lanka on the climate crisis?
(1) Implementing the Haritha Lanka Programme.
(2) Implementing environmental conservation projects.
(3) Preparing a national policy.
(4) Making aware of people about climatic changes. (.....)
 9. The **first ever** crocodile farm in Sri Lanka will be opened in
(1) Matara. (2) Kalutara. (3) Bentara. (4) Muthurajawela. (.....)
 10. **For the first time**, 10 000 Tonnes of corn was exported by Sri Lanka to
(1) Taiwan and Canada. (2) China and the Philippines.
(3) the Maldives and Oman. (4) Nepal and Pakistan. (.....)
 11. At present, what is the percentage of forest area out of the total extent of land in the country?
(1) 21%. (2) 24%. (3) 27%. (4) 29%. (.....)
 12. The country that has come forward to develop the traditional industries of Sri Lanka is
(1) India. (2) China. (3) South Korea. (4) Japan. (.....)



13. Out of the following, what is the **incorrect** statement about tourism in Sri Lanka?
- (1) Hundred percent of the tourism in Sri Lanka belongs to the private sector.
 - (2) Formulating tourism policies is a task of the government.
 - (3) The number of tourist arrivals expected by Sri Lanka within this year is about 950 000.
 - (4) Currently, the largest number of tourist arrivals is from the Middle-East countries. (.....)
14. The first Goal of the Common National Goals presented by the National Education Commission in 1992 is "The achievement of national cohesion, national integrity and national unity". For this purpose, the course of action accepted internationally is
- (1) providing an education on each other's history.
 - (2) providing a multi-cultural education.
 - (3) providing an education about co-existence.
 - (4) providing an education about customs and manners. (.....)
15. The expectation of the government is to develop the computer literacy of Sri Lanka up to 75% by 2016. The present computer literacy in the country is about
- (1) 25%. (2) 30%.
 - (3) 35%. (4) 40%. (.....)
16. Which one of the following lines represents the **most number of World Heritage Sites** located in Sri Lanka?
- (1) Anuradhapura, Polonnaruwa, Dambulla, Galle, Kandy, Sigiriya
 - (2) Anuradhapura, Polonnaruwa, Dambulla, Kandy, Tissamaharama, Sigiriya
 - (3) Anuradhapura, Polonnaruwa, Sigiriya, Dambulla, Galle, Situlpawwa
 - (4) Anuradhapura, Polonnaruwa, Sigiriya, Dambulla, Kandy, Aluvihare (.....)
17. The **first Workers' May Day** of Sri Lanka was held in the year
- (1) 1933. (2) 1948.
 - (3) 1956. (4) 1978. (.....)
18. Which one of the following pairs is a **mismatch**?
- (1) E.W. Perera - Drama (2) Fr. Peter Pillei - Education
 - (3) Peri Sundaram - Labour movement (4) Geoffrey Bawa - Architecture (.....)
19. Which of the following Middle - East currency units fetches the **lowest** exchange rate in Sri Lankan rupees?
- (1) Kuwait Dinar (2) Bahrain Dinar
 - (3) Qatar Riyal (4) Oman Rial (.....)
20. Which one of the following provinces has started the cultivation of 25000 acres of soya beans as an economic crop?
- (1) North Western Province (2) North Central Province
 - (3) Uva Province (4) Southern Province (.....)
21. Sri Lanka was known as 'Serendib' by the
- (1) Greeks. (2) Romans.
 - (3) Arabs. (4) Portuguese. (.....)

22. Which row depicts the leaders who mostly supported in formulating the political philosophy, Indian identity and the moulding of the economic development of present India?
(1) Mahatma Gandhi, Jawaharlal Nehru, Rabindranath Tagore, B.R. Ambedkar
(2) Mahatma Gandhi, Jawaharlal Nehru, Jayaprakash Narayan, Rajendra Prasad
(3) Mahatma Gandhi, Jawaharlal Nehru, Rabindranath Tagore, Vinobha Bhave
(4) Mahatma Gandhi, Jawaharlal Nehru, Rabindranath Tagore, Humayun Kabir (.....)
23. Tahir Square which has become politically famous in the recent times is situated in
(1) Egypt. (2) China. (3) South Korea. (4) Japan. (.....)
24. What is the 'Information Communication Technology City' in India?
(1) New Delhi (2) Bangalore (3) Mumbai (4) Chennai (.....)
25. Which country has inducted a nuclear powered submarine in recent times?
(1) France (2) Russia (3) China (4) India (.....)
26. Aid is being obtained from the economic powers of Asia for the development of certain countries in Africa. Which country has **mostly** granted aid to those countries?
(1) India (2) China (3) Singapore (4) Malaysia (.....)
27. Out of these, what is the city with the **highest** population?
(1) Tokyo (2) New York (3) Geneva (4) London (.....)
28. By what name is the **standard** Chinese language known?
(1) Pashto (2) Dzongkha (3) Swahili (4) Mandarin (.....)
29. Which one of the following countries has selected an indigenous leader as its President?
(1) Chile (2) Peru (3) Paraguay (4) Bolivia (.....)
30. The following are four years relevant to four very important Revolutions which took place in the history of the world. What was the year in which the Cuban Revolution took place?
(1) 1789 (2) 1917 (3) 1949 (4) 1959 (.....)
31. Which row depicts the oceans in the world **in the correct order**, according to their largeness?
(1) Pacific Ocean, Atlantic Ocean, Indian Ocean, Arctic Ocean
(2) Atlantic Ocean, Pacific Ocean, Indian Ocean, Arctic Ocean
(3) Indian Ocean, Pacific Ocean, Atlantic Ocean, Arctic Ocean
(4) Arctic Ocean, Pacific Ocean, Atlantic Ocean, Indian Ocean (.....)
32. Out of the following, which row includes **all** the BIMSTEC countries?
(1) Nepal, India, Bhutan, Sri Lanka, Bangladesh, Singapore, Malaysia
(2) Nepal, India, Bhutan, Sri Lanka, Bangladesh, Myanmar, Cambodia
(3) Nepal, India, Bhutan, Sri Lanka, Bangladesh, Singapore, the Philippines
(4) Nepal, India, Bhutan, Sri Lanka, Bangladesh, Myanmar, Thailand (.....)

33. What is the **incorrect** statement out of the following?
(1) At present, one of five persons in the world, 1.4 billion, live with an income less than 1.25 US Dollars per day.
(2) Every day about one billion people in the world go to sleep without a meal.
(3) If climatic changes are not minimized many of the species of flora and fauna will be destroyed.
(4) By the year 2015, the world population will be close to 8 billion. (.....)
34. Out of the following cities, which one is situated at the highest elevation from the sea level?
(1) Thimphu (2) Lhasa
(3) Kathmandu (4) Simla (.....)
35. According to some sociologists, it is considered that a Clash of Civilizations has been created at present. This clash has been created between
(1) American and Islamic civilization.
(2) American and Chinese civilization.
(3) European and Indian civilization.
(4) European and African civilization. (.....)
36. What is the **incorrect** statement about the Non-Aligned movement?
(1) Its first summit was held in Belgrade in 1961.
(2) Present number of membership is 120.
(3) Its objective is to follow a middle path.
(4) It assists the policies of the United Nations Organization. (.....)
37. Akira Kurosawa was a great Japanese
(1) historian. (2) sociologist.
(3) a film producer. (4) social worker. (.....)
38. Which one of the following countries has legalized the voluntary termination of life (euthanasia) by an incurable patient with the assistance of a Physician?
(1) Belgium (2) Norway
(3) Denmark (4) Sweden (.....)
39. In which year was the Convention on the Rights of the Child passed?
(1) 1959 (2) 1969
(3) 1989 (4) 1999 (.....)
40. For the first time, which country has granted franchise to the women from September 2011?
(1) Saudi Arabia (2) Iran
(3) Iraq (4) Qatar (.....)
41. What is the 193rd country which obtained the membership of the United Nations Organization?
(1) North Sudan (2) South Sudan
(3) East Timor (4) Kiribati (.....)
42. What is **not** a component of the Human Development Index which was introduced by the UNDP in 1990 and which is very popular at present?
(1) Life Expectancy (2) Education
(3) Gross National Revenue (4) Good Governance (.....)



43. International Literacy Day is held on
- (1) 5th of June. (2) 11th of July.
(3) 8th of September. (4) 24th of October. (.....)
44. Which one of the following statements expresses an **opinion**?
- (1) The institution named State should always be moral.
(2) Though Science is developed, it does not express purpose of life.
(3) Only permanent thing in the world is change.
(4) Co-operation of the private sector is needed for the development. (.....)
45. The **main** problem encountered by the present mankind is that
- (1) non-renewable resources are exhausting.
(2) spread of manufacture of nuclear weapons.
(3) globe is warming up because of industrialization.
(4) within the global village man has not relieved himself from the tribal outlook. (.....)
46. China claims a number of major innovations which caused to change the world history. Which one of the following innovations does **not** belong to China?
- (1) Paper (2) Gun powder
(3) Magnetic compass (4) Magnifying glass (.....)
47. The number of days the moon spends to rotate round the earth is
- (1) $26\frac{1}{2}$. (2) $27\frac{1}{2}$. (3) $28\frac{1}{2}$. (4) $29\frac{1}{2}$. (.....)
48. Additives that are used for some processed food items at present are harmful to the human health. What is the type of yellow coloured dye that is added to food in certain instances?
- (1) Sodium Nitrite (2) Tartrazine
(3) Olestra (4) Saccharin (.....)
49. What is the meter used to measure the purity of milk?
- (1) Lactometer (2) Ammeter
(3) Saccharometer (4) Manometer (.....)
50. Out of the following, which line represents 1984 in Roman notation?
- (1) MCDIV
(2) MDCIV
(3) MCMLXXXIV
(4) MMIV (.....)

Part II

● Answer questions from No. 51 to 100 on the dotted line assigned to each question.

51. When the construction work of the Southern Expressway which is the first expressway in Sri Lanka is completed what is the total length of it in kilometres?

.....

52. What is the political party of the opposition leader of Lok Sabha, Mrs Sushma Swaraj who arrived in Sri Lanka recently?

.....

53. Who is the Sri Lankan who composed music for the national anthem, Gaumee Salaam of the Maldives?

.....

54. Under which Ministry, 'Sri Lanka National Commission for UNESCO' is established?

.....

55. At present, what in years is the life expectancy of a Sri Lankan woman?

.....

56. What is 'Bimsaviya'?

.....

57. Which country grants aid for the industrial city in Achchuweli?

.....

58. Where is the Cinnamon Research Institute of Sri Lanka situated?

.....

59. Who is the Sri Lankan who served as the Vice President of the International Court of Justice?

.....

60. What is the internationally famous sea area in Sri Lanka for surfing?

.....

61. Who is Orabi Pasha?

.....

62. What is the place in Sri Lanka that is supposed to be famous for 'singing fish'?

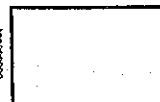
.....

63. There are two reasons for Nallur in Jaffna to be famous. Write **one** of these reasons.

.....



64. In which city in Sri Lanka is The Institute of Fundamental Studies established in 1981 situated?
.....
65. What is the 16th amendment of the Constitution of Sri Lanka which was passed on the 17th of December 1988?
.....
66. The ninth administrative province in Sri Lanka was established in year 1889. What is that province?
.....
67. By what name was the Legislative Council which was established under the Donoughmore Constitution known?
.....
68. Out of many instances state **one** instance that reveals the co-existence, enjoyed by Sri Lankans before the invasion of the British.
.....
69. Who are the first European invaders who formulated the Thesawalamei Law and used it as a law?
.....
70. What is the indigenous dual fighting system of Sri Lanka?
.....
71. In which year did the British defeat the Dutch and acquired the coastal area of Sri Lanka?
.....
72. Who is the ancient king who lived in Sri Lanka who performed law fairly even to the animals?
.....
73. Which historical incident is considered by certain Sri Lankan historians as the first intelligence test recorded in the world?
.....
74. What is the smallest administrative unit which was established in ancient Sri Lanka in line with to the Panchayath administrative system of present India?
.....
75. From which Indian scholar was a certain influence received for the literature, music and drama etc. of present Sri Lanka?
.....
76. What is the Asian country where citizens who made workaholism the life style as a national characteristic?
.....



77. Name a country on which the United Nations Organization has imposed sanctions?

.....

78. Name an Asian country which moves towards clean energy by reducing carbon emission.

.....

79. What is the South American country which voted for Sri Lanka at the United Nations Human Rights Council held last March?

.....

80. Name **one** of the two European countries where melting ice more than doubled, during the last decade.

.....

81. What is the reason for the dispute that has occurred between China and the Philippines from recent times?

.....

82. What is the white revolution of India?

.....

83. The horn of this animal is used for the preparation of certain types of indigenous medicines in China and South - East Asian countries. Name this animal that is killed for this purpose.

.....

84. Across which islands has the international date line lain?

.....

85. Name a country in the world where there are **no** rivers.

.....

86. What is the Asian country which is inclining towards democratic politics from very recent times?

.....

87. Only 17, out of 27 countries of the European Union belong to 'Eurozone' countries. What is the speciality of Eurozone countries?

.....

88. Name the place in Ukraine where the burst of atomic power station took place in 1986.

.....

89. Name the largest selfless private organization in the world that assists the researches on health and development of countries.

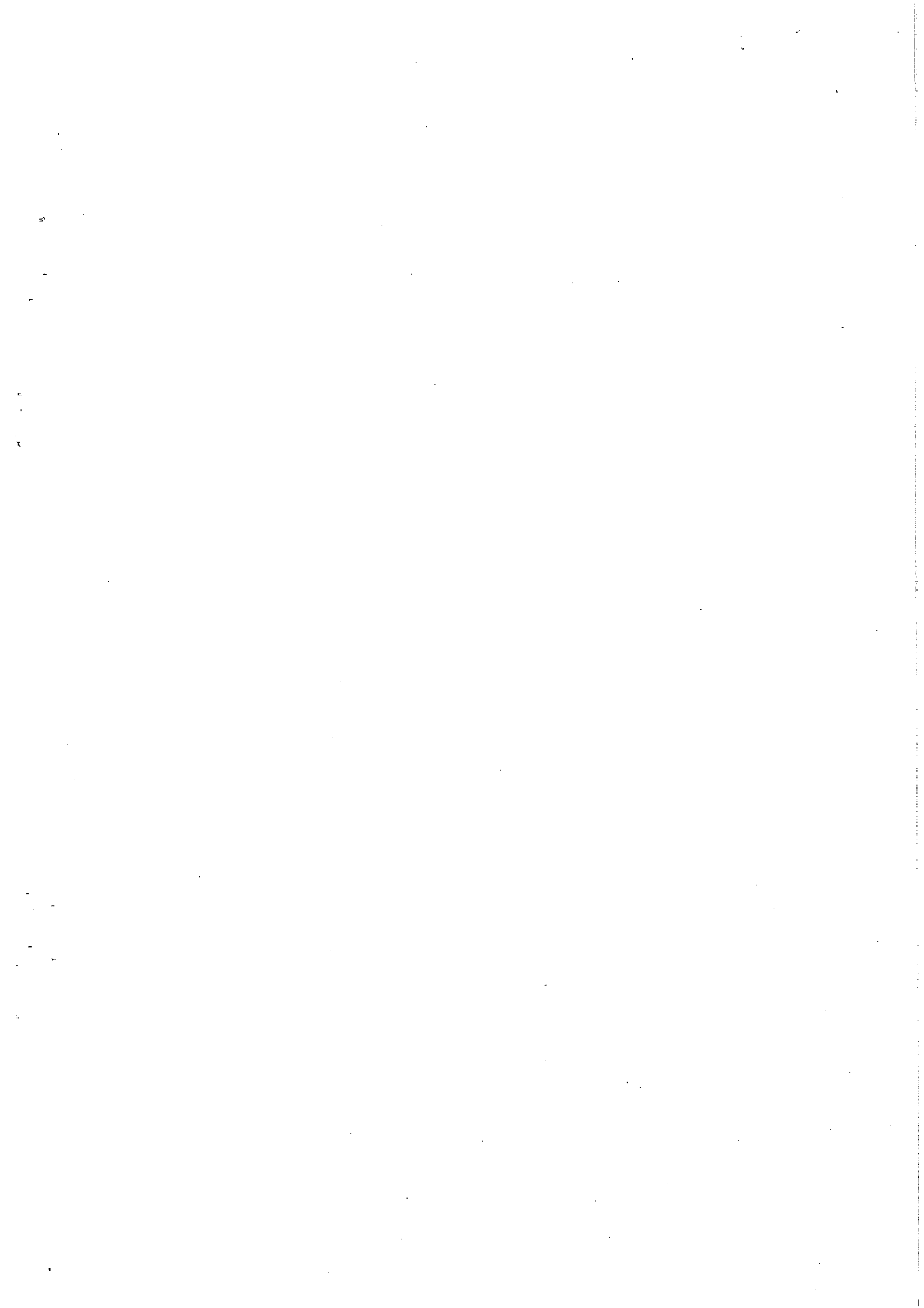
.....

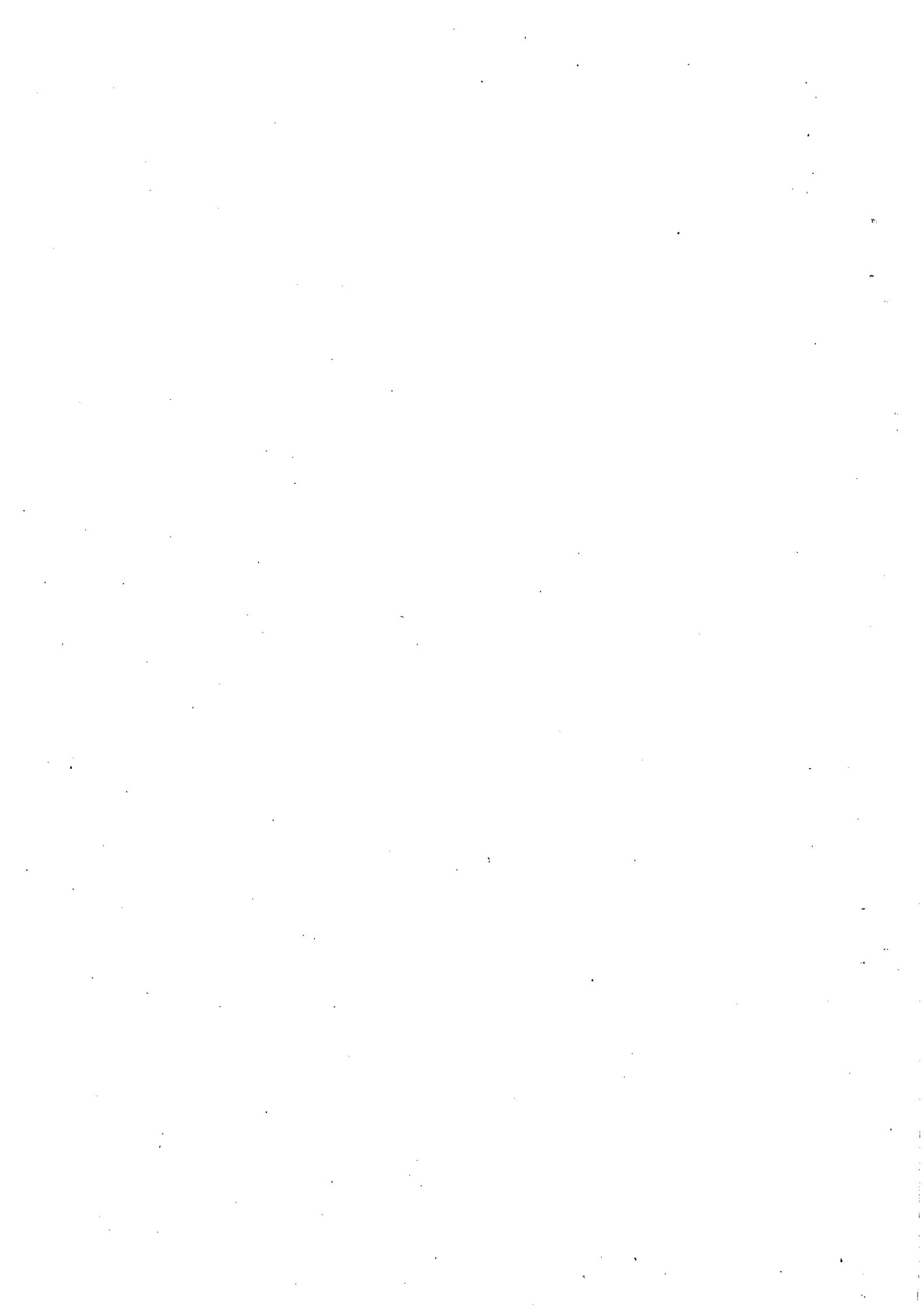


90. The statement, 'That's one small step for man, but a great leap for mankind' was made by a person who performed an excellent gallantry in 1969. Who is he?
.....
91. Name the social activist who raised his voice against bribery and corruption and forced the Indian Government to bring up the Bill named 'Lokpal'.
.....
92. Write the full name of the organization that is known by the abbreviation ASEAN which was established in 1967.
.....
93. Define the term 'Arangetram'.
.....
94. Who is the novelist who has been subject to annoyance of Islamic devotees due to the expression of ideas against Islam through his novels?
.....
95. Who is the film director who dived recently in the Mariana Trench which is a sea area more than 35 000 feet deep.
.....
96. State the number of countries that participate in the London Olympic Games which will be started on next 27th of July or the number of sports events of it.
Number of countries : Number of sports events :
97. What is the Chemical substance included in Soda that is used for washing clothes?
.....
98. Name a country that still uses miles as a measuring system of distance.
.....
99. What is e-waste?
.....
100. What is ICT 4 Dev?
.....

* * *







Part I

- Questions from No. 1 to 25 should be answered with reference to the cases and situations given. Select the **correct** or the **most appropriate** choice out of the four choices given for each question and write its **number on the dotted lines**.
- Questions from No. 1 to 10 are based on the following case/situation.

General Manager is the Chief Executive Officer in the Electricity Services Corporation and there are managers in charge of the sections of Administration, Finance, Auditing, Technology and Services, and Maintenance. Addition to that Assistant Managers are attached to each section and supervisors and foremen also work in the Maintenance and Technology and Service sections. Formulation of aims, objectives, laws, policies and plans are done by the top management led by the Chairman, the Board of Directors and the General Manager. Implementation of such plans and policies and delivering them to the clients are done by the other staff.

The Electricity Services Corporation has been incorporated as a formal organization under an Act of Parliament and its present General Manager is Mr. Camilas Fernando. Being the Head of the Institution, Mr. Fernando works very courageously and he is reputed as an autocratic leader. There is a dissatisfaction among the other employees including the management on Mr. Fernando who works with the full loyalty to the Board of Directors of the Corporation. Management or the other employees do not have an opportunity to challenge the decisions of Mr. Fernando who is known as a strict administrator who sticks to his own decisions. Under this situation, informal organisations have emerged at different employee levels in the Corporation.

1. Select the correct sequential order of distribution of responsibilities and designations in Electricity Services Corporation.
 - (1) Top level managers, managers in charge of sections, lower level managers
 - (2) Top level managers, middle level managers, lower level managers
 - (3) Chief executive officer, top level managers, lower level managers
 - (4) Chief executive officer, middle level managers, lower level managers (.....)

2. Mr. Camilas Fernando belongs to
 - (1) the level of Chief Executive Officer.
 - (2) the level of Chief Operational Officer.
 - (3) the top level management.
 - (4) the middle level management. (.....)

3. Who belongs to the lower level management of Electricity Services Corporation?
 - (1) Accountants
 - (2) Assistant Managers
 - (3) Managers in charge of sections
 - (4) Foremen (.....)



- 4. Electricity Services Corporation plans to operate a new rural electricity project. Accordingly, the responsibility of the construction of the electricity project within a given time frame will be entrusted to
 - (1) the top level management.
 - (2) the middle level management.
 - (3) the General Manager.
 - (4) the Board of Directors. (.....)

- 5. The group of officers who directly deals with support services staff in Electricity Services Corporation is
 - (1) top level managers.
 - (2) lower level managers.
 - (3) middle level managers.
 - (4) Board of Directors. (.....)

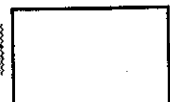
- 6. Which of the following is **not** a characteristic of leadership style of Mr. Camilas Fernando?
 - (1) He has the sole authority in making decisions.
 - (2) Having an environment in the Corporation that highlights the image of Mr. Camilas Fernando.
 - (3) Having an opportunity for lower levels of employees in the Corporation for a creative contribution.
 - (4) Maintaining a strict discipline and administration in the corporation. (.....)

- 7. A leadership style that can be opposite to the leadership style of Mr. Camilas Fernando is
 - (1) Authoritative leadership style.
 - (2) Autocratic leadership style.
 - (3) Participatory (Democratic) leadership style.
 - (4) Laissez-faire leadership style. (.....)

- 8. A benefit that can be achieved by the Corporation through Mr. Camilas Fernando's leadership style is
 - (1) being able to take decisions easily at the crisis situations in the Corporation.
 - (2) non-emergence of activists in the Corporation.
 - (3) being able to get the contribution of the subordinate employees to the Corporation.
 - (4) building a confidence about the leadership among the employees. (.....)

- 9. Out of the following select a good quality that a good Head of the Institution should possess.
 - (1) The Head always speaks concerning us.
 - (2) The Head always looks where the fault is.
 - (3) The Head exercises the power among all.
 - (4) The Head motivates his group. (.....)

- 10. What is the most correct statement about informal organisations?
 - (1) Informal organisations can emerge within formal organisations.
 - (2) Informal organisations have a legal entity.
 - (3) A characteristic that can be inevitably seen in formal organisations is informal organisations.
 - (4) A member of an informal organisation cannot obtain the membership of another informal organisation. (.....)



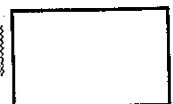
- Questions No. 11 to 20 are based on the following case/situation.

Rajarata Farmers Authority is a statutory body of the government. This authority which recorded losses about 10 years before, has been included in the list of profit making state institutions in the last year report of the Parliament Committee that examines the affairs of statutory bodies.

This institution has achieved a rapid progress during the previous two years as a result of the leadership and constructive and farsseeing decisions taken by the present management of this authority. During the last two years efficiency, effectiveness and productivity have reached the top level and the motivation as well as the development of good attitudes of the employees have contributed to it. The management has implemented various programmes to improve the efficiency of the employees, their welfare and to develop the attitudes, and the programmes based on various productivity concepts for the development of the physical environment of the authority. Addition to that an International Quality Certificate has been awarded for implementing the services in the Authority for confirming the standard. The management has decided to present the authority for the productivity competition this year.

11. What may be a reason for the increase in the efficiency of the Rajarata Farmers Authority is that
- (1) aims and objectives have been established to suit the authority.
 - (2) resources have been properly used to fulfil the aims and objectives.
 - (3) long term aims and objectives have been determined.
 - (4) strategic plans have been followed to fulfil the aims and objectives. (.....)
12. A short term criteria which shows the progress of an institution is
- (1) Productivity.
 - (2) Effectiveness.
 - (3) Efficiency.
 - (4) Performance. (.....)
13. What is the simple equation that can be used to measure the productivity of Rajarata Farmers Authority?
- (1) $\text{Productivity} = \frac{\text{Effectiveness}}{\text{Input}}$
 - (2) $\text{Productivity} = \frac{\text{Efficiency}}{\text{Input}}$
 - (3) $\text{Productivity} = \frac{\text{Input}}{\text{Output}}$
 - (4) $\text{Productivity} = \frac{\text{Output}}{\text{Input}}$ (.....)
14. What is indicated by the effectiveness of Rajarata Farmers Authority?
- (1) The extent that this authority has reached the expected objectives
 - (2) Quantitative relationship between the input and output
 - (3) Whether the desired affairs have been done correctly
 - (4) Whether the resources have been managed properly (.....)

15. Select the productivity concept that can be used for the development of physical environment of the office in Rajarata Farmers Authority.
- (1) 5 m S Concept
 - (2) 5 S Concept
 - (3) 7 m S Concept
 - (4) 8 S Concept (.....)
16. An International Quality Certificate that this authority can obtain by doing the services of the Rajarata Farmers Authority Office in a systematic method, is
- (1) ISO 9000 : 2008 Quality certificate
 - (2) ISO 9001 : 2008 Quality certificate
 - (3) ISO 9002 : 2008 Quality certificate
 - (4) ISO 9003 : 2008 Quality certificate (.....)
17. A national level competition that this authority can participate in, as a result of implementing the productivity concepts of the Rajarata Farmers Authority and for improving the productivity is
- (1) National Quality Control Award Competition.
 - (2) National Effectiveness Award Competition.
 - (3) National Productivity Award Competition.
 - (4) Public Services Productivity Award Competition. (.....)
18. The Parliament Committee that investigates the activities of Statutory Boards and institutions is
- (1) Parliament Committee on Public Enterprises.
 - (2) Consultative Committee on Public Enterprises and Corporations.
 - (3) Committee on Public Enterprises.
 - (4) Committee of Members of Parliament on Public Enterprises. (.....)
19. A factor that would **not** have affected the development of attitudes of the employees in Rajarata Farmers Authority is
- (1) salaries and allowances.
 - (2) supervision.
 - (3) open opportunities for promotion.
 - (4) influence of trade unions. (.....)
20. Motivation of the employees of Rajarata Farmers Authority means
- (1) getting the contribution of employees compulsorily for the efficiency of the authority.
 - (2) motivating the employees' to get their optimum contribution for the services of the Authority with their inner commitment to work.
 - (3) getting the active contribution of the employees for the development of productivity of the authority.
 - (4) getting the innovative contribution of the employees for fulfilling the aims and objectives of the authority. (.....)



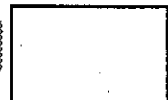
- Questions from No. 21 to 25 are based on the following case/situation.

The government established the Rural Road Development Board recently for the development of rural byroads.

After establishing this Board, its Board of Directors and the top management met and prepared the plans by deciding the aims and objectives of the Board. It took steps to organize to implement those plans with certain targets within time frames and to fulfil the cadre requirements of the Rural Road Development Board by staffing and direct the functions of the board by supervising.

Similarly, it took action to establish the internal environment of the Board in a proper order by paying more attention to the factors of the external environment of the board.

21. The functions of the management of the Rural Road Development Board in the order of sequence are
- (1) Planning, Organizing, Directing and Staffing.
 - (2) Planning, Directing, Staffing and Organizing.
 - (3) Organizing, Directing, Staffing and Planning.
 - (4) Planning, Organizing, Staffing and Directing. (.....)
22. What is done by the management of the Rural Road Development Board under the function of staffing is
- (1) deciding the objectives of the board.
 - (2) deciding the purposes of the board.
 - (3) planning the manpower requirements.
 - (4) making the staff aware of the functions. (.....)
23. The process of leading, encouraging and guiding of the employees done by the management of the Rural Road Development Board can be known as
- (1) directing.
 - (2) staffing.
 - (3) planning.
 - (4) motivation. (.....)
24. An internal environment factor of the Rural Road Development Board is
- (1) consumers.
 - (2) clients.
 - (3) aims and objectives of the Board.
 - (4) investors. (.....)
25. An external environment factor of the Rural Road Development Board is
- (1) resources.
 - (2) managers.
 - (3) objectives.
 - (4) competitors. (.....)



Part II

- Write short answers to questions from No. 26 to 50 based on the given cases/situations.
- Questions from No. 26 to 30 are based on the following case/situation.

Disaster Management Centre intimated that there would be a Tsunami situation in the coastal area in Sri Lanka owing to the powerful earthquake occurred near Sumatra islands in Indonesia at 2.18 on 12.04.2012. It was emphasized that there would be a tsunami situation specially in the southern coastal area at about 4.50 p.m. on that day.

About 10 Grama Niladhari divisions which are in Beragama Divisional Secretariat area in the Southern Province fall within the coastal area. About 500 families live in this coastal area.

Mr. Sunimal Perera is the Divisional Secretary of Beragama. On that day, Mr. Sunimal Perera was staying in his house situated about 50 kilometres away from his division to spend the Sinhala and Hindu New Year holidays. The first alarm was made to his mobile phone at about 2.50 p.m. by the Disaster Management Centre.

26. What is the main challenge that Mr. Sunimal Perera faced?

.....
.....
.....

27. State **two** actions that should have been taken by Mr. Sunimal Perera on the Tsunami alarm given by the Disaster Management Centre.

.....
.....

28. State **two** pro-active measures that Mr. Sunimal Perera should have taken to face a tsunami situation.

.....
.....
.....
.....

29. State **two** measures that could have been taken to evict people from the coastal area.

.....
.....
.....
.....

30. State **two** government institutions situated in his Divisional Secretariat Division from which the assistance should have been obtained to face the Tsunami situation.

.....
.....



- Questions from 31 to 35 are based on the following case/situation.

State Information Centre was established by the government to disseminate the government official information to the people and Mr. Walter Subasinghe was appointed as its Director General. In addition, Assistant Directors were appointed at the District level.

It was reported to the Centre that an attempt being made to pass a resolution against Sri Lanka at the session on human rights in the United Nations Organization. Walter Subasinghe was instructed by the government to implement a programme to make the people, peoples' representatives, religious leaders aware at Divisional Secretariat level that the contents of the resolution are false and its impact on Sri Lanka.

31. State **two** divisional institutional structures from that Mr. Subasinghe can get the involvement for organizing this regional programme.

.....
.....

32. Name **two** resource persons whose co-operation can be obtained to formulate the awareness programmes.

.....
.....

33. Explain in brief how to get the involvement of the divisional representatives of people for the awareness programmes.

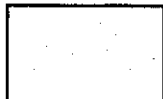
.....
.....
.....
.....

34. State **two** alternative measures that can be taken to make the people aware in addition to lectures.

.....
.....

35. Explain in brief a successful programme that can be implemented to make the regional divisional leaders aware of.

.....
.....
.....
.....



- Questions from No. 36 to 40 are based on the following case/situation.

Northern Provincial Sports Authority was established to revive the sport activities in the Northern Province. The main responsibility of this authority is to organize activities to bring the school and young athletes living in this province to the national and international level by developing the sports activities in the Northern Province that had been stopped for several years owing to the terrorist activities.

Mr. Skandaraja was appointed as the Director of this Authority. Two officers as Deputy Director (Sports) and Deputy Director (Technical) were appointed under him. Addition to that a Chief Internal Auditor who is directly responsible to the Director at the Deputy Director level was also appointed. Similarly an Assistant Director (Sports) was also appointed. In addition, an Administrative Officer who is directly responsible to the Director was also appointed for the administrative work in the Authority to function just below the Assistant Director level.

36. Prepare a 'vision' statement for the Northern Provincial Sports Authority.

.....

37. State **two** objectives of the Northern Provincial Sports Authority.

.....
.....

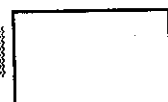
38. Explain in brief the main challenge of the Northern Provincial Sports Authority.

.....
.....

39. State in brief a programme that can be implemented to identify the persons who have sports talents in the Northern Province.

.....
.....
.....
.....

40. Draw the organization chart of the Northern Provincial Sports Authority relevant to the above passage.



- Questions from No. 41 to 45 are based on the following case/situation.

It has passed one year since Mr. Sirimewan Suraweera assumed duties as the Director of Rasnayakapura Regional Education Office.

About two years back, Rasnayakapura Regional Education Office was badly reputed as an inefficient and irregular office. Particularly teachers who came to the office for official works, as well as the general public faced various difficulties.

However, after Mr. Sirimewan Suraweera assumed duties, he reorganized all the sections in the office and created an environment where an efficient service can be given from his office.

Here he introduced strategies such as Quality Circles to change the attitudes of his staff and to enhance the team spirit. In addition, different productivity programmes were introduced including 5S concept to improve the physical environment cleanly, systematically for the convenience of clients. He also listened to the problems of every employee of his staff, conducted a work study and distributed work among them fairly.

41. Explain in brief a major challenge that Mr. Sirimewan Suraweera faced, when he assumed duties as the Director.

.....
.....
.....

42. State **two** reasons for the inefficiency prevailed in Rasnayakapura Regional Education Office before Mr. Sirimewan Suraweera assumed duties.

.....
.....

43. State **two** methods that Mr. Sirimewan Suraweera used to increase the efficiency of his office.

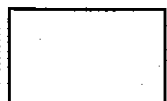
.....
.....

44. State **two** good managerial qualities that Mr. Sirimewan Suraweera possesses.

.....
.....

45. State **two** changes done by Mr. Sirimewan Suraweera for the clients who come to the Rasnayakapura Regional Education Office.

.....
.....



- Questions from 46 to 50 are based on the following case/situation.

The people who live in Harithapura Municipal Council area have a strong displeasure about their Municipal Council.

People of the municipal area always complain about not having a systematic management to remove garbage, not maintaining the municipal council roads and not maintaining the street lights in a proper way.

Similarly, allegations from the people are also levelled at the Municipal Council about the uncleanliness of hotels and markets in the city and the employees of the Municipal Council getting bribes from the people who come to the council for various services.

Assume that you have been appointed as the new Municipal Commissioner in this Municipal Council and provide practical and optimum answers for the following questions.

46. State two main challenges you face.

.....
.....

47. State in brief a suitable proposal that can be presented to your Mayor about the management of garbage.

.....
.....
.....
.....
.....

48. State in brief a programme that can be implemented to ensure the cleanliness of the hotels and markets in the municipal area.

.....
.....
.....
.....
.....



49. State in brief a measure that can be taken to prevent municipal employees from getting bribes from the people.

.....
.....
.....
.....

50. Propose an appropriate programme to get the assistance of the urban people for the activities of the Municipal Council.

.....
.....
.....
.....
.....

* * *

