

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

94 E I, II

අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2018 දෙසැම්බර්
 கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2018 டிசம்பர்
 General Certificate of Education (Ord. Level) Examination, December 2018

විද්‍යුත් ලේඛනකරණය හා ලඝුලේඛනය - ඉංග්‍රීසි I, II
 மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் - ஆங்கிலம் I, II
 Electronic Writing and Shorthand - English I, II

07.12.2018 / 0830 - 1140

පැය තුනයි
 மூன்று மணித்தியாலம்
 Three hours

අමතර කියවීමේ කාලය - මිනිත්තු 10 යි
 மேலதிக வாசிப்பு நேரம் - 10 நிமிடங்கள்
 Additional Reading Time - 10 minutes

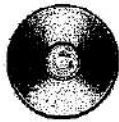
Use additional reading time to go through the question paper, select the questions and decide on the questions that you give priority in answering.

Electronic Writing and Shorthand - English I

- NB:** (i) Answer all questions.
 (ii) In each of the questions from 1 to 40, pick one of the alternatives (1), (2), (3), (4) which is correct or most appropriate.
 (iii) Mark a cross (X) on the number corresponding to your choice in the answer sheet provided.
 (iv) Further instructions are given on the back of the answer sheet. Follow them carefully.

- Pitman shorthand is written
 - (1) according to the longhand spelling.
 - (2) as they are sounded.
 - (3) using English words.
 - (4) using signs for English spelling.
- The long vowel ā of pitman shorthand is represented by
 - (1) a light dot.
 - (2) a heavy dot.
 - (3) a light dash.
 - (4) a heavy dash.
- Select the answer that shows the evolution of documentation in correct order.
 - (1) Writing manually, using the typewriter, using the computer
 - (2) Using the typewriter, using the computer, using the electronic typewriter
 - (3) Writing manually, using the computer, using the electronic typewriter
 - (4) Using the electronic typewriter, using the computer, using the typewriter
- The characteristic that can be seen in a business letter but **cannot** be seen in a personal letter is
 - (1) the name of the sender.
 - (2) the date.
 - (3) the reference number.
 - (4) the greeting.
- In an institute which conducts computer courses, its computer operator, Sanjeevani issues the results sheets of each student who finish the relevant courses and prepares the documents on rules and regulations of payments in the institute on the advice of the head of the institute. Select the answer that shows respectively, the documents that should be prepared by Sanjeevani in the above mentioned tasks.
 - (1) Applications, Circulars
 - (2) Invitations, Tender forms
 - (3) Certificates, Circulars
 - (4) Certificates, Memos

6. Select the tool that shows only the data output tool from the following pictures.



(1)



(2)



(3)



(4)

7. Select the answer that shows an icon that represents a computer programme and an icon that represents a file prepared by a computer operator from the icons of the desktop respectively.



(1)



(2)



(3)



(4)

8. Select the answer that shows the correct procedure of closing an open document on the desktop using the mouse.

- (1) Click on the  mark at the top right corner of the desktop using the left button of the mouse.
 (2) Click on the  mark at the top right corner of the desktop using the left button of the mouse.
 (3) Click on the icon of open document which is in the task bar using the left button of the mouse.
 (4) Click twice on any place of the open document using the left button of the mouse.

9. A tool that **cannot** be used instead of the mouse to operate the computer is

- (1) Joy stick. (2) Touch screen. (3) Light pen. (4) Pen drive.

10. Subash who was preparing a document with several pages in the computer, pressed the  key and the  key at once. By doing this, Subash can

- (1) go to the last page of the open document at once.
 (2) go to the end of the existing page of the document.
 (3) go to the page next to the existing page of the document.
 (4) exit from the open document and get the desktop.

11. Deepani moved her fingers on the home keys of the keyboard as follows:

"Index finger of the right hand, small finger of the left hand, middle finger of the left hand."

What is the word she has typeset?

- (1) sad (2) gas (3) had (4) jak

12. Several typeset words and the rows of the keyboard used to typeset those words are given in column X and Y respectively.

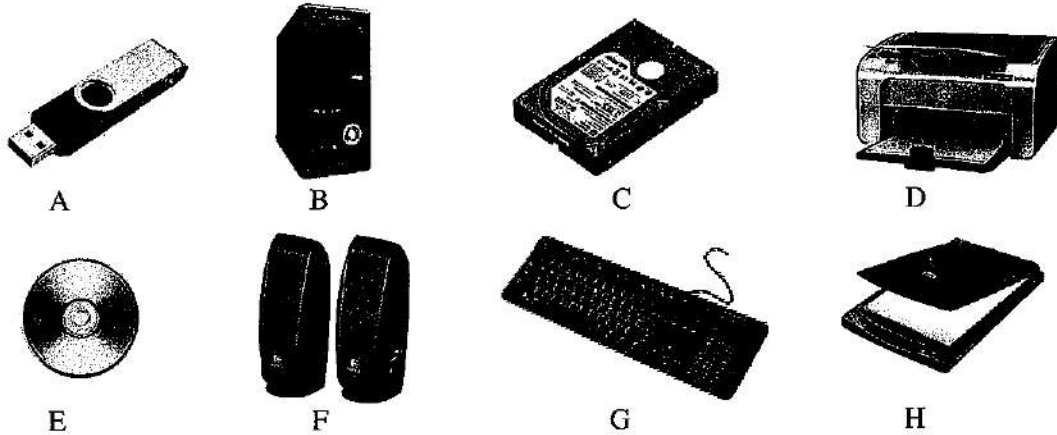
X	Y
1. class	A - Home keys and upper keys only
2. term	B - Home keys and lower keys only
3. youth	C - All home keys, upper keys and lower keys
4. driver	D - Upper keys and lower keys only

When the words in column X are matched with the rows of the keyboard in column Y in correct order, what is the answer?

- (1) A, D, B, C (2) B, D, A, C (3) B, D, C, A (4) C, D, B, A

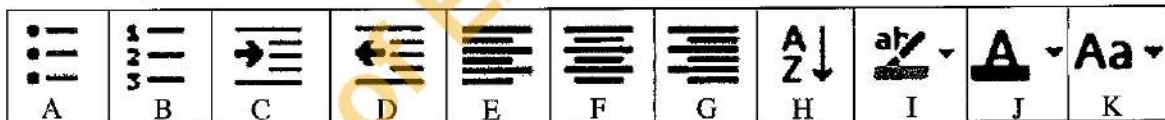
13. What are the correct fingers you should move on the home keys of the keyboard to typeset the word "flag"?
- (1) Index finger of the left hand, ring finger of the right hand, small finger of the left hand, index finger of the right hand
 - (2) Index finger of the right hand, ring finger of the right hand, ring finger of the left hand, index finger of the left hand
 - (3) Index finger of the left hand, middle finger of the right hand, ring finger of the left hand, index finger of the left hand
 - (4) Index finger of the left hand, ring finger of the right hand, small finger of the left hand, index finger of the left hand
14. Select the sentence that has been typeset using home keys, upper keys and lower keys of the keyboard.
- (1) she is a good girl.
 - (2) dogs are always barking.
 - (3) story teller tells the truth.
 - (4) you were one or two.
15. The ① of the head of the garment factory and the ② who is involved in preparing all documents of the office and keeping them systematically are peers. Select the answer that shows the correct positions for the above ① and ② respectively.
- (1) private secretary, management assistant
 - (2) executive officer, management assistant
 - (3) watcher, clerk
 - (4) private secretary, office aid
16. What is the telephone most suitable to communicate with various sections of a business that has established various sections of the office premises separately in several buildings?
- (1) Land phone
 - (2) Telephone box
 - (3) Intercom
 - (4) CDMA
17. The private secretary of the head of the institute finalized the report of the meeting and then prepared the agenda of the next meeting using the computer. The tasks that she had done in the above case in order are
- (1) a task after a meeting and a task before a meeting.
 - (2) a task of the day of the meeting and a task before a meeting.
 - (3) a task before a meeting and a task after a meeting.
 - (4) a task after a meeting and a task of the day of the meeting.
18. Select the answer that shows the suitable classification of files to classify the files of pupils admitted to a school and the documents of daily financial transactions of a business respectively.
- (1) Numerical classification, Geographical classification
 - (2) Chronological classification, Alphabetical classification
 - (3) Alphabetical classification, Chronological classification
 - (4) Numerical classification, Chronological classification
19. The petty cash balance with the petty cashier of a business as at 01.10.2018 was Rs. 250. The sum of petty cash expenses for the month of October 2018 was Rs. 3 800 and the balance of the petty cash as at 31.10.2018 was Rs. 200. How much is the amount that had been received to reimburse the petty cash imprest as at 01.10.2018?
- (1) Rs. 250
 - (2) Rs. 3 750
 - (3) Rs. 3 800
 - (4) Rs. 4 250
20. Two letters before the cursor have to be deleted in a document prepared in a computer. Which expression given below on that is correct?
- (1) Press the Delete key in the keyboard once
 - (2) Press the Delete key in the keyboard twice
 - (3) Press the Back Space key in the keyboard twice
 - (4) Press the Esc key in the keyboard once

- Answer the questions number 21 to 23 using the following pictures.



21. Select the answer that includes only secondary storages.
 (1) C and E (2) C and F (3) D and F (4) A, C and E
22. Select the answer that includes only output devices.
 (1) D and F (2) F and H (3) A, G and H (4) D, E and F
23. What is the answer that includes only input devices?
 (1) B and D (2) G and H (3) A, E and G (4) A, G and H
24. What is the action that does **not** save an MS Word document?
 (1) Select the menu options File->Save
 (2) Select the menu options File->Save As and specify the file name to save
 (3) Press ALT+S in the keyboard at once
 (4) Press Ctrl+S in the keyboard at once
25. Select the answer that includes the steps that will **not** copy a text prepared in MS Word document, to another place?
 (1) Select the text, click on Copy in the Home menu, move the cursor, click on Paste in the Home menu
 (2) Select the text, Press Ctrl+V in the keyboard, move the cursor, then Press Ctrl+C in the keyboard
 (3) Select the text, right click the mouse on it, click on Copy, move the cursor, right click the mouse and click on Paste
 (4) Select the text, click on Copy in the Home menu, move the cursor, right click the mouse and click on Paste

- Answer the questions number 26 to 30, using the following icons in MS Word software.



26. What are the icons needed to make the list given below?
 ● Western Province
 o Colombo District
 o Gampaha District
 o Kalutara District
 (1) A and C (2) A and D (3) B and C (4) B and D
27. A document prepared in MS Word with ten lines have to be set in alphabetical order from top to bottom. Which icon has to be used for it?
 (1) H (2) I (3) J (4) K

28. Select the answer that includes the icons to be used to prepare the list given below.

- | | |
|--|--------------------------|
| | 1. Kurunegala District |
| | 2. Gampaha District |
| | 3. Kalutara District |
| | 4. Anuradhapura District |

- (1) A and E (2) A and F (3) B and D (4) B and G

29. Select the correct expression on the above icons.

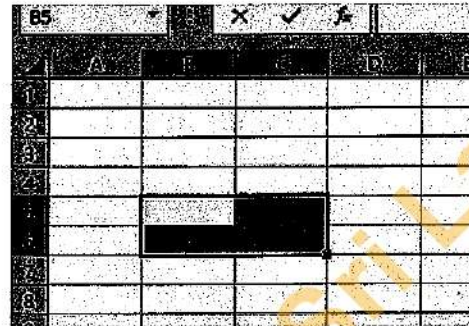
- (1) Icon H is used to check spelling and grammar.
 (2) Icon I is used to draw a red line under a selected word.
 (3) Icon J is used to change the font colour.
 (4) Icon K is used to set the font size.

30. Which icon is used to change the existing simple letter text to capital letter text at once?

- (1) H (2) I (3) J (4) K

31. The following selected range of cells in the spreadsheet is named as

- (1) 5B:6C.
 (2) B5-C6.
 (3) B5:C5.
 (4) B5:C6.



● Answer the questions number 32 to 34 using the following MS Excel spreadsheet.

	A	B	C	D	E
1					
2					
3		16	5	80	A
4		14	2	28	B
5		20	2	40	C
6		15	4	60	D
7					
8				208	E
9					
10					

32. The value named as A in the above MS Excel spreadsheet has been obtained by typesetting,

- (1) $D3=B3 \times C3$ in the cell named A. (2) $D3=B3 * C3$ in the cell named A.
 (3) $=B3 * C3$ in the cell named A. (4) $=B3 * C3$ in the cell named A.

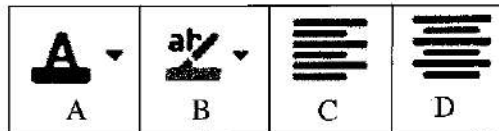
33. What do you have to do for copying the formula in cell A to cells B, C and D?

- (1) Highlight the cells named as B, C and D, then click on home->copy and go the cell named A and click on Home->Paste
 (2) Highlight the cells named as A, B, C and D, then click on home->copy and go the cell named A and click on Home->Paste
 (3) Select the cell named as A and click on Home->Copy and select cells named as B, C and D and then click Home->Paste
 (4) Select cells named as B, C and D, then click Autosum icon  in the menu

34. What is the correct expression to obtain the value in the cell named as E?

- (1) Select the cells named as A, B, C, D and E. Click on Home-> Paste, then move to cell named E and Click on Home ->Copy
- (2) Select the cell named as E and click on Home->Autosum icon 
- (3) Select the cells named as A to E and click on Home->Autosum icon 
- (4) Select the cells named as A, B, C, D and E. Click on Home-> Copy, then move to cell E and Click Home ->Paste

● Using the following MS Excel icons, answer the questions number 35 to 37.



35. What is the icon that can be used to change the background colour of a cell in a spreadsheet?

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

36. What is the icon that can be used to change the font colour of a cell in a spreadsheet?

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

37. What is the icon that can be used to make the text to the centre of a cell in a spreadsheet?

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

38. Select the correct expression regarding internet connection.

- (1) A website is launched on a proxy server.
- (2) Search engines help us to find web pages/sites.
- (3) The internet connectivity is not given by ISP.
- (4) A web browser program is a search engine.

39. Select the answer which has a **wrong** web address.

- (1) <http://www.slyoungs.lk>
- (2) <https://www.msn.com>
- (3) <htts://www.mensociety.lk>
- (4) <http://www.sleducation.lk>

40. When a stenographer, Sumudu was writing in shorthand, one of the shorthand words was underlined using two short parallel lines.

The two short parallel lines were drawn under that shorthand word to indicate that

- (1) it was incorrect.
- (2) it should be used twice.
- (3) it was a word begins with a capital letter.
- (4) there were two equal sounds.

* *

இலங்கை தேர்வுகள் இலங்கைத் தேர்வுகள் இலங்கைத் தேர்வுகள் இலங்கைத் தேர்வுகள் இலங்கைத் தேர்வுகள்
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 General Certificate of Education (Ord. Level) Examination, December 2018

විද්‍යුත් ලේඛනකරණය හා ලඝුලේඛනය - ඉංග්‍රීසි I, II
 மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் - ஆங்கிலம் I, II
 Electronic Writing and Shorthand - English I, II

Electronic Writing and Shorthand - English II

* Answer five questions altogether including the first. Select at least one question each from part I, II and III.

1. (i) Following are two instruments used for documentation.

- (a) Typewriter
 (b) Computer

Write an **advantage** and a **disadvantage** of using practically each of the above instruments for documentation.

(ii) The principal has informed you to prepare a suitable certificate for giving competitors who will be selected to get the certificates in the sportsmeet of your school in 2019.

Draw a rough format of the certificate that you will prepare for it.

(iii) The marks of all the subjects that were obtained by the students of your class for the last term test had been processed by using the computer and the students who got the first, the second and the third places etc. in the class were identified.

Write separately,

- (a) the data inserted to the computer as inputs.
 (b) the information gained from the computer as outputs
 mention in the above case.

(iv) Following are two icons that can be seen in the task bar of a computer.



State the function of each icon.

- (v) Consider that you have prepared an MS Word document and it has been saved in a folder. Write down with an extension, the correct file name that you assign for the document.
- (vi) Write down the steps that you prepare $Y=X^2+1$ equation in a MS Word document.
- (vii) Write down separately, the key combinations that you use to move
 (a) to the last row - and
 (b) to the last column
 of MS Excel worksheet at one step.
- (viii) A row height of an MS Excel sheet has to be increased to about double of current size. Write down the steps for **two** methods that can be used to increase the row height.
- (ix) Consider you need to create an e-mail address for you using Google mail (Gmail). Write down the possible e-mail address for you.
- (x) Write a meaningful sentence at least with **four** words that can be written using only the home keys and upper keys of the keyboard.

(02 × 10 = 20 marks)

Part I - Secretarial Practice

2. (i) Tharanga, a private secretary complains that her computer is very slow. One of her duties is copying the relevant documents of her computer to the pen drives of all the officers in the office and the external customers. Tharanga who is working with the computer most of the day, has informed to her head that she is suffering from a severe headache too.

- Write **two** damages that can happen to the computer mentioned in the above case.
- Write a remedy for each damage that you have written for the above (i) (a).
- Write **two** illnesses that can affect Tharanga because of using computer that **have not been mentioned** in the above case.
- State a remedy for each illness that you have written for the above (i)(c).

(04 marks)

- (ii) Following is an abstract of a document that presented for proofreading.

"Delayed payments and a/over limit position on your credit /n
card may result in your card being declined/ In keeping /O
#/ with Central Banks of Sri/Lanka guidelines all Banks have
C/ been instructed not to accept any will/ fully mutilated or
defaced currency notes."

- Identify and cite the editing marks stated on the abstract and write the meaning of each editing mark.
- Rewrite the corrected abstract according to the editing marks.

(04 marks)

- (iii) The e-mail message, which states that all the goods ordered by a foreign buyer named 'Bimland Importers' were shipped and it would reach the importer's port before 31st December, had been sent by the private secretary of the marketing manager of Max Exporting Company on the request by him.

- Write the elements of communication process: **Sender, Message and Receiver** in the above case separately.
- What is the communication media used in the communication process of the above case.

(02 marks)

(Total 10 marks)

3. (i) (a) Write **two** ways that can represent the organizational structure of a business enterprise through an organizational chart.
- (b) Draw those two charts that you wrote for the above (i)(a) separately.

(03 marks)

- (ii) Ayomee, the private secretary of the head of the institute is handling all the postal duties and affairs of the office. All the letters received at the office are collected by Ayomee and to protect the confidentiality of the letters she does not open any letter. After entering all the letters in the register of receiving letters, they are delivered to the relevant sections and persons.

- Write **two** correct procedures that have been taken by Ayomee regarding receiving letters to the institute.
- Write **two** procedures that Ayomee does **not** follow but she should follow regarding the receiving letters.
- State the correct formal procedure that should be taken regarding receiving letters to the institute using a flowchart.

(03 marks)

- (iii) Following is an abstract of the petty cash book prepared for the month of September 2018 in Sunimal Traders.

Petty cash Book

Receipt	L/F	Date	Description	V/N	Payments	Analysis Columns			Ledger Account	L/F
500		01/09	Balance b/f							
2 500		01/09	Cash							
		08/09	Three wheeler charges	1	420					
		11/09	Register post charges	2	350					
		15/09	Traveling expenses	3	410					
		18/09	Purchasing carbon papers	4	370					
		22/09	Purchasing stamps	5	600					
		25/09	Purchasing pens & pencils	6	570					

Answer the following questions after copying the above petty cash book with its entries.

- How much is the value of petty cash imprest of the business?
- Separate the payments of petty cash expenses to the relevant analysis columns.
- Balance the petty cash book at the end of the month of September.
- How much is the reimbursement value of petty cash imprest as at 30.09.2018?

(04 marks)

(Total 10 marks)

Part II - Electronic Documentation

4. Science school has to prepare a leaflet for the school exhibition. The information in the first document has to be formatted as shown in the formatted document below.

First Document	Formatted Document
School Exhibition Science School Colombo Science School will conduct an exhibition at the school premises from 20th January, to 25th January, 2019. You all are cordially invited to visit the exhibition. Duration: 20/01/2019 to 25/01/2019 From 8.30 a.m. to 9.30 p.m. Location: Premises of Science School, Colombo. Specialties: Science section IT Section Commerce Section Technology Section Art Section Carnival Musical Shows with famous singers Entertainments with merry go round, different foods You all are cordially invited to participate in the exhibition for new knowledge and entertainment. Principal	School Exhibition ← A SCIENCE SCHOOL COLOMBO Science School will conduct an exhibition at the school premises from 20th January, to 25th January, 2019. You all are cordially invited to visit the exhibition. ← B Duration: 20/01/2019 to 25/01/2019 From 8.30 a.m. to 9.30 p.m. ← C Location: Premises of Science School, Colombo. Specialties: • Science section • IT Section • Commerce Section • Technology Section • Art Section • Carnival ← D • Musical Shows with famous singers • Entertainments with merry go round, different foods ← E You all are cordially invited to participate in the exhibition for new knowledge and entertainment. Principal

Answer the questions given below according to the above documents.

- Describe how to add a boarder to the leaflet. (02 marks)
- Describe how to prepare 'School Exhibition' as shown in section A. (02 marks)
- Describe how to create section B as shown in the formatted document. (02 marks)
- Describe how to create sections C and D as given in the formatted document. (02 marks)
- Write down the steps required to create section E as given in the formatted document. (02 marks)

(Total 10 marks)

[See page ten]

5. Salary particulars of the staff of a company is given in the table below. The table is not complete.

	A	B	C	D	E	F	G
	No.	Name	Salary	EPF 8%	Net Salary	EPF 12%	Total EPF Payment
1		K. Silva	27,000.00	2,160.00	24,840.00	3,240.00	5,400.00
2		M.N. Alwis	42000				
3		J.M. Perera	38200				
4		K.L. Manjula	41500				
5		S.D. Ishanthi	39300				
6							
7							
8							
9							
10							
11							

- Write down the necessary steps to get 2,160.00 figure (EPF 8%) as given above. (02 marks)
- Write down the necessary steps to get Net Salary of K. Silva. (02 marks)
- Describe how EPF 12% and Total EPF Payment of K. Silva are calculated. (02 marks)
- Describe how all the formulae used to calculate the payments of K. Silva are used to calculate the payments of other four employees. (02 marks)
- Describe the steps to calculate the total EPF payments that should be paid by the company for the staff mentioned here. (02 marks)

(Total 10 marks)

Part III - Shorthand

6. (i) Translate the following shorthand words into longhand words. (02 marks)

(a) (b) (c) (d)

- (ii) Explain the vowel sounds represented in each words in above (i). (02 marks)

- (iii) Write the following words in shorthand.

(a) shade (b) below (02 marks)

- (iv) Translate the following shorthand sentence into longhand sentence. (02 marks)

- (v) Select **four** heavy strokes from the sentence in above (iv) and write them with their sounds. (02 marks)

(Total 10 marks)

7. (i) Translate the following shorthand words into longhand words. (02 marks)

(a) (b) (c) (d)

- (ii) Explain the vowel sounds represented in each words in above (i). (02 marks)

- (iii) Write the following words in shorthand.

(a) make (b) goal (02 marks)

- (iv) Translate the following shorthand sentence into longhand sentence. (02 marks)

- (v) Select **four** light strokes from the sentence in above (iv) and write them with their sounds. (02 marks)

(Total 10 marks)