

OL/2022(2023)/94-E-I, II

සියලු ම හිමිකම් ඇවිරිණි / முழுப் பதிப்புரிமையுடையது / All Rights Reserved

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, 2022(2023)
 கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2022(2023)
 General Certificate of Education (Ord. Level) Examination, 2022(2023)

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

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 you will answer and decide which of them you will prioritise.

Electronic Writing and Shorthand (English) I

Note :

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

1. Pitman shorthand provides a way of representing every in English words. Select the correct term for the blank in above sentence.
 (1) letter written (2) sound heard
 (3) letter spelled (4) sign written
2. Following are three statements made by three students regarding shorthand.
 A - The shorthand characters should be written neatly and accurately as possible.
 B - When a vowel comes before a horizontal stroke, it is written above the stroke.
 C - The first six consonants are represented by straight strokes written upward.
 The correct statements are,
 (1) A and B only. (2) A and C only.
 (3) B and C only. (4) A, B and C all.
3. Mala, a stenographer, was writing in shorthand and at the end of a line she put a cross mark. It indicates that
 (1) the whole written line is incorrect.
 (2) the last written word is incorrect.
 (3) there should be a question mark.
 (4) there should be a full stop.
4. A purchasing order should be prepared to
 (1) obtain permission from the principal to visit the book exhibition.
 (2) order a stock of goods from a supplier.
 (3) invite the Zonal Director of Education for the prize giving ceremony.
 (4) call parents for the annual general meeting of the school development association.
5. What is not included in a certificate normally?
 (1) Name of the receiver of the certificate.
 (2) Number of the certificate.
 (3) Logo of the certificate awarding institute.
 (4) Signature of the receiver of the certificate.

6. A document used to provide your personal information to another party is
 (1) bio data. (2) register of voters. (3) advertisement. (4) audit report.
7. ① and ② are used to present relevant data and information briefly, when preparing progress reports of an institution.
 Select the answer that shows the suitable terms for the above ① and ② respectively.
 (1) Letters, documents (2) Annexes, formats
 (3) Tables, graphs (4) Notes, formats
8. An English font that can be selected when preparing documents using the computer is
 (1) FMAbhaya (2) Nadee (3) AMALEE (4) Latha
9. Following are few words typeset by using the keyboard of the computer.
 Story, Father, Letter, Hostel
 Select the answer that shows the row/rows of the keyboard used to typeset the above words.
 (1) Home keys only (2) Upper keys only
 (3) Home keys and upper keys only (4) Home keys and lower keys only
10. Select the word that is typeset by using only the upper keys of the computer keyboard.
 (1) story (2) open (3) typeset (4) write
11. Ishara moved her fingers on the home keys of the keyboard as follows.
 'Index finger of the right hand, small finger of the left hand, ring finger of the left hand'
 What is the word that she typeset?
 (1) had (2) has (3) jak (4) gas
12. What are the correct fingers you should move on the home keys of the keyboard to typeset the word 'flash'?
- (1) Index finger of the left hand, ring finger of the left hand, small finger of the left hand, ring finger of the right hand, index finger of the right hand
 - (2) Index finger of the left hand, ring finger of the right hand, small finger of the left hand, ring finger of the left hand, index finger of the right hand
 - (3) Index finger of the right hand, middle finger of the right hand, small finger of the left hand, ring finger of the left hand, index finger of the right hand
 - (4) Index finger of the left hand, small finger of the right hand, ring finger of the left hand, small finger of the left hand, index finger of the right hand
13. Select the sentence that has been typeset using only home keys and lower keys of the keyboard.
 (1) Dogs are friends of ours (2) Dad ask water to drink
 (3) Sam has a ball and a bag (4) Shanas had a book band
14. Following are two pictures of computer devices.



A



B

The devices A and B are

- (1) data input devices. (2) data processing devices.
 (3) data output devices. (4) data storage devices.

15. Following A and B represent two logos of computer software.



A



B

Select the correct statement regarding A and B.

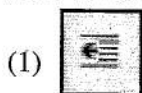
- (1) A is an application software and B is a system software.
 (2) A is a system software and B is an application software.
 (3) Both A and B are system softwares.
 (4) Both A and B are application softwares.
16. Select the option which represents a function key and a special key in the computer keyboard respectively.
- (1) , (2) , (3) , (4) ,
17. What is the key combination that can be used for deleting a selected text from an opened document in the computer?
- (1) Ctrl+C (2) Ctrl+V (3) Ctrl+A (4) Ctrl+X
18. Few damages that can happen to the computer system are shown in column X and the remedies for those damages are shown in column Y.

X	Y
1. Virus attacks	A -Delete unnecessary files and temporary files and arrange useful files in order
2. Computer not properly shut down	B - Follow the formal procedures for closing the programmes
3. Hard disk is full with unnecessary programmes.	C - Inserting a stable power supply
4. Frequent power cuts.	D - Using an antivirus software

When the remedies in column Y are matched with the damages in column X in the order of X column, what is the answer?

- (1) B, A, D, C (2) C, A, B, D (3) D, A, B, C (4) D, B, A, C
19. A new column should be inserted to the left hand side of a selected column of a table prepared using the word processing software.

What is the icon that should be selected to do it.



(1)



(2)



(3)



(4)

20. A typeset line of a document prepared in the word processing software should be crossed out with a line.

For that, select the relevant typeset line and then click on the



(1)



(2)



(3)

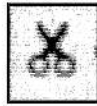


(4)

21. The icon in the word processing software can be used to

- (1) highlight the selected text.
 (2) change the font colour of the selected text.
 (3) change the background colour of the selected text.
 (4) convert the selected text into upper case.

22. Following are two icons in the word processing software.



A

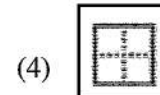
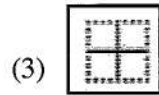
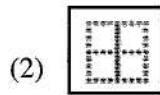
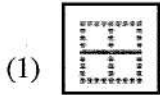


B

Select the correct statement regarding the above icons.

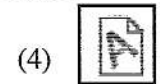
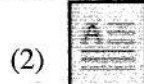
- (1) Selected text will be deleted when clicked on either the icon A or icon B.
 - (2) When clicked either on icon A or icon B, selected text will be copied as it was in the same place.
 - (3) When clicked either on the icon A or icon B, selected text will be on the clip board.
 - (4) The selected text can be pasted somewhere else of the computer by clicking on the icon A but, cannot be pasted by clicking on the icon B.
23. All borders were drawn in a table prepared using the word processing software. Inside horizontal borders of the table should be removed and only the outside borders and inside vertical borders should be kept on.

For this, which icon should be clicked on after selecting the table?



24. The first letter of a paragraph prepared by using word processing software should be created as a large capital letter.

For that, which icon should be clicked on after selecting the relevant letter?



25. Few icons in the word processing software are in column X and the functions of each icon are in column Y.

X	Y
1.	A - Merge the selected cells in a table into one cell.
2.	B - Center the text horizontally and vertically within the cell in a table.
3.	C - Align the typeset text with the right margin.
4.	D - Center the typeset text on the page.

When the functions in column Y are matched with the icons in the column X according to the order of column X, what is the correct answer?

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

- Following **A**, **B**, **C** and **D** icons are extracted from the ruler bar of the word processing software. Answer the questions No. 26 and 27 using them.



A



B

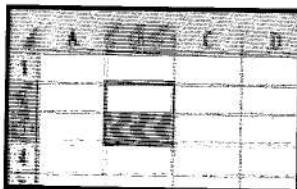


C

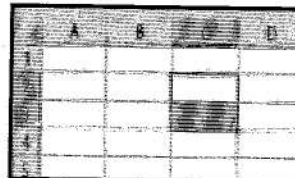


D

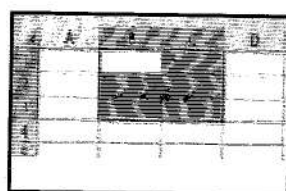
26. All the lines except the first line of a document prepared in the word processing software should be left indented. Which should be used for it?
 (1) A (2) B (3) C (4) D
27. Only the first line of a document prepared in the word processing software should be left indented. Which should be used for it?
 (1) A (2) B (3) C (4) D
28. National Youth Services Council is
 (1) a state department. (2) a state corporation.
 (3) an incorporated company. (4) a voluntary organization.
29. Following are few position names of a private sector organization.
 A – Clerk
 B – Computer operator
 C – Office aid (Peon)
 D – Management Assistant
- Select the answer that shows the peers of the private secretary of the head of the institute.
 (1) A, B and C (2) A, B and D (3) A, C and D (4) B, C and D
30. Purchasing order had been sent through an e-mail to a supplier by a business organization. This is
 (1) an electronic oral communication. (2) a sign and symbol communication.
 (3) an electronic symbol communication. (4) an electronic written communication.
31. ① indicates at the first and ② indicates as second when naming a cell of a worksheet in a spreadsheet.
 Select the answer that shows the suitable terms for the above ① and ② respectively.
 (1) column name, row number (2) column number, row name
 (3) row name, column number (4) row number, column name
32. It is informed that the cell range of B2:C3 in a spreadsheet should be selected by using the mouse. Select the answer which indicates the correct cell range.



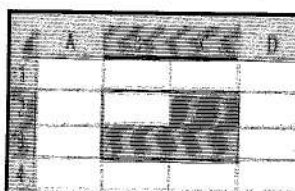
(1)



(2)



(3)



(4)

- Answer the questions No. 33 and 34 using the following information about spreadsheets.

- A – A cell height can be increased or decreased by the symbol  appears, when the mouse pointer points on the line in between two row numbers.
- B – A cell height can be increased by increasing the font size of the letters written in a cell.
- C – Only dragging down and right can be done by the symbol fillhandle  which is in the bottom corner of the right hand side of the selected cell.
- D – Delete key in the keyboard should be pressed to delete a row in a spreadsheet by selecting it from its number.

33. The height of a cell in a spreadsheet can be increased by
 (1) A only. (2) B only. (3) A and B only. (4) A, B and C only.
34. What is the correct statement regarding the above statements?
 (1) The statements A and B are correct, statements C and D are incorrect.
 (2) Only the statement A is correct, statements B, C and D are incorrect.
 (3) Only the statement A is incorrect, statements B, C and D are correct.
 (4) The statements A, B and C are correct, statement D is incorrect.
35. The average value of all the values in cells from B2 to B6 in a spreadsheet should be obtained to the cell B7.
 What is the formula that should be written in the cell B7?
 (1) =sum(B2:B7)/5 (2) =sum(B2:B6)/5 (3) =(B2:B6)/5 (4) =B2:B6/6
36. The value which is obtained by subtracting the value in cell C1 from the value in cell C11 should be taken to the cell C12.
 What is the formula that should be written in the cell C12?
 (1) =C1-C11 (2) =C11-C1 (3) C11-C1 (4) =sub(C11-C1)
37. The value in the cell B8 is 12, and the value in the cell D8 is 5. The multiplication of the values in B8 and D8 should be included in the cell E8.
 What is the formula that **does not** give the correct value to the cell E8?
 (1) =B8*5 (2) =sum(B8*D8) (3) B8*D8 (4) =(B8*D8)
38. Select the answer that shows a technical skill and a human skill of a private secretary of a head of the institute respectively.
 (1) Ability of typesetting and ability of using computer.
 (2) Loyalty and trustworthiness.
 (3) Patience and ability to speak various languages.
 (4) Ability to write shorthand and trustworthiness.
39. Following are few statements that instruct regarding incoming calls to an institution.
 A – Answer the phone within three ringing times.
 B – Introduce the institution by using the word 'Hello'
 C – If the receiver is not in the office, note down the message informing that.
 What are the correct procedures from the above?
 (1) only A and B (2) only A and C (3) only B and C (4) All A, B and C
40. Following are few tasks that have been done by a private secretary who organized a meeting.
 A – Preparing the agenda of the meeting
 B – Preparing the report of the meeting
 C – Sending calling letters
 D – Obtaining signatures of the participants
 E – Reserving a room for the meeting
 Select the answer that shows the tasks which should be done before the meeting.
 (1) A, C and E (2) A, D and E (3) B, D and E (4) C, D and E

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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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94 E I, II

අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2022(2023)
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2022(2023)
General Certificate of Education (Ord. Level) Examination, 2022(2023)

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) (a) Write **two** errors or mistakes that can be seen in a manually written or computer typeset document.
(b) Draw the editing marks that you include to show each error or mistake you mentioned in (i) (a) above.
- (ii) (a) Write **two** advantages that can be obtained by inserting tables to documents.
(b) Write **two** disadvantages that can occur when inserting a table to document.
- (iii) Write **four** functions that can be done by the mouse when operating the computer.
- (iv) (a) Write **two** icons that are in the task bar of the computer screen.
(b) Explain the function of each icon that you mentioned in (iv) (a) above.
- (v) (a) Name **two** special keys in the computer keyboard.
(b) Write an occasion that each key you mentioned in (v) (a) above is being used.
- (vi) (a) Write **two** illnesses caused due to long time spending on the computer, to the computer operator.
(b) Write a remedy to prevent each illness you mentioned in (vi) (a) above.
- (vii) (a) Write **two** icons indicated in the title bar of the word processing software.
(b) Explain the function of each icon that you mentioned in (vii) (a) above.
- (viii) Write **four** changes that can be done to a text, when selected once, in a document prepared in the word processing software.
- (ix) The total marks for 8 subjects obtained by 40 students for the term test are included in cells G1 to G40 in a spreadsheet. If the total marks of a student is 60 or above, that student is considered as 'pass' (P), unless 'Fail' (F) and it should be in the cells H1 to H40.
(a) Write the formula that should be written in the cell H1 for above purpose.
(b) Write the easiest way to obtain 'P' or 'F' in the cells H2 to H40.
- (x) 'The instructions given in the paper should be followed carefully.'
(a) Write **two** words in the above sentence that have been typed using only home keys and upper keys of the computer keyboard.
(b) Write **two** words in the above sentence that have been typeset using only upper keys and lower keys of the computer keyboard.

(Total 02 × 10 = 20 marks)

Part I - Secretarial Practice

2. (i) The chief executive officer of the ABC private company has assigned Menaka, the private secretary, to prepare a report on employee absenteeism by collecting relevant information.
(a) What is the most suitable computer application software that should be used by Menaka to prepare the relevant report? (01 mark)
(b) Write **four** basic formattings that can be done by Menaka when preparing the report using the computer application software you mentioned in above (i) (a), other than preparing it in manual system. (02 marks)

[see page eight]

- (ii) (a) Draw the organizational structure of a school. (02 marks)
 (b) Show the chain of command in a flow chart using the organizational chart you drew in above (ii) (a). (02 marks)
- (iii) Stationary is highly used in an office and a huge expense is spent on it.
 (a) Write **four** examples for types of Stationary that is used in an office. (02 marks)
 (b) Write **two** suggestions to minimize the expenses on Stationary in an office. (01 mark)
(Total 10 marks)
3. Sepalika, the private secretary of the head of a private sector organization, efficiently fulfils written and oral communication activities in the office daily. She has a proper knowledge to use office equipment and keeps formal entries on petty cash expenses of the office.
- (i) (a) Write **two** examples for written communication methods that are used in an office. (01 mark)
 (b) Write **two** types of telephones that are used in an office for oral communication. (01 mark)
 (c) Write an occasion each for an instance that the type of telephone you mentioned in above (i) (b) is used in an office. (01 mark)
 (d) Write **two** advantages and **two** disadvantages of oral communication. (02 marks)
- (ii) (a) Write **two** office equipment you assume that Sepalika would use in the office. (01 mark)
 (b) Show benefit of each equipment that you mentioned in above (ii) (a) to an office. (01 mark)
- (iii) Write **two** petty cash expenses in an office, under the each type of following headings.
 (a) Travelling expenses
 (b) Postal expenses
 (c) Refreshment expenses
 (03 marks)
(Total 10 marks)

Part II - Electrical Documentation

4. Following is a document prepared by the Management Assistant in a school using the computer.

Notice

Sale of Old Sports Goods

Students are hereby informed that our school is organizing a sale of old sports goods in the Physical Education Room on 1st August 2023. Those who are interested in purchasing them can visit the Physical Education Room on the assigned date during free time.

Sale items are as follows;

- Cricket bats
- Badminton rackets
- Footballs

Rohitha
Sports Secretary.

The edited document on the advice of the principal using the computer is as follows.

Notice ← A

Sale of Old Sports Goods ← B

Students are hereby informed that our school is organizing a sale of
old sports goods in the Physical Education Room on 1st August 2023.
Those who are interested in purchasing them can visit the Physical
Education Room on the assigned date during free time. } C

Sale items are as follows;

D {

- Cricket bats
- Badminton rackets
- Footballs

E { Rohitha
Sports Secretary.

- (i) Explain how to edit the part indicated as A in the edited document. (02 marks)
- (ii) Explain how to edit the heading indicated as B in the edited document. (02 marks)
- (iii) Explain how to edit the paragraph indicated as C in the edited document. (02 marks)
- (iv) Explain how to change the symbols (➤) indicated as D in the edited document instead of bullets (•) in the previous document. (02 marks)
- (v) State how to change the part indicated as E in the edited document. (02 marks)

(Total 10 marks)

5. Statement of income and expenditure of Mohan's for the first three months of year 2023, prepared in a spreadsheet is as follows.

	A	B	C	D	E	F	G
1							
2							
3	Statement of Income and Expenditure						
4			January	February	March	Total	
5	Expenditures						
6	Food and Beverages		15000.00	18000.00	20000.00		
7	Education		12000.00	11000.00	10000.00		
8	Electricity and water		10000.00	12000.00	15000.00		
9	Sanitary services		8000.00	7000.00	8000.00		
10	Cloths		5500.00	6500.00	7000.00		
11							
12							
13	Income						
14	Salary income		62000.00	62000.00	62000.00		
15	Additional income		5400.00	5800.00	6000.00		
16	Rent income		8000.00	8000.00	8000.00		
17							
18							
19	Savings						
20							

- (i) Write the formula that should be written in the cell C11 to obtain Mohan's total expenditure for the month of January to the cell C11. (01 mark)
- (ii) Write the easiest way to obtain the total expenditure of the months of February and March to the cells D11 and E11 respectively. (01 mark)
- (iii) Write the formula that should be written in the cell C17 to obtain Mohan's total income for the month of January. (01 mark)
- (iv) Write the formula that should be written in the cell C19 to obtain Mohan's savings for the month of January. (01 mark)
- (v) Write the formula that should be written in the cell F17 to obtain Mohan's total income of the first three months of the year 2023. (01 mark)
- (vi) Write the formula that should be written in the cell F11 to obtain Mohan's total expenditure of the first three months of the year 2023. (01 mark)
- (vii) Write **two** formulas that could be written in the cell F19 to obtain Mohan's total savings of the first quarter of the year 2023. (02 marks)
- (viii) Explain how to draw the inside and outside borders in the statement of income and expenditure. (02 marks)

(Total 10 marks)

Part III - Shorthand

6. (i) (a) How do you write the word 'the' in Pitman shorthand? Explain it. (01 mark)
- (b) Write the phrase 'paid the' in shorthand. (01 mark)
- (ii) Translate the following shorthand phrases into longhand.
 - (a) (01 mark)
 - (b) (01 mark)
- (iii) Write the following sentences in shorthand.
 - (a) They will come to the shop
 - (b) We know that they came to the show
- (iv) What are the **two** forms of R. Explain with examples. (04 marks)

(Total 10 marks)

7. (i) (a) What are the places you can write vowels alongside a stroke in Pitman shorthand? (01 mark)
- (b) Write the phrase 'they will be' in shorthand. (01 mark)
- (ii) Translate the following shorthand phrases into longhand.
 - (a) (01 mark)
 - (b) (01 mark)
- (iii) Write the following sentences in shorthand.
 - (a) It will be given to him today.
 - (b) They will talk to walk.
- (iv) What are the **four** vowels written in the third place. Explain with examples. (04 marks)

(Total 10 marks)