

Department of Examinations, Sri Lanka  
 இலங்கைப் பரீட்சைத் திணைக்களம்  
 Department of Examinations, Sri Lanka

අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2017 දෙසැම්බර්  
 கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2017 டிசெம்பர்  
 General Certificate of Education (Ord. Level) Examination, December 2017

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

පැය තුනයි  
 மூன்று மணித்தியாலம்  
 Three hours

### 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.

1. Following are some statements about Pitman shorthand.

- A - Shorthand is the art of representing spoken sounds by written signs.  
 B - The first six consonants are represented by straight strokes written upward.  
 C - Vowels are represented by dots and dashes written alongside the consonant strokes.

Select the answer that shows the correct statement/statements.

- (1) A only (2) B only (3) A and C only (4) B and C only

2. An advantage of using the computer technology for documentation is that

- (1) the keyboard can be used for documentation.  
 (2) the user of the computer should have the skill of typesetting.  
 (3) the abundant availability of computer training courses.  
 (4) the prepared documents can be retrieved easily.

3. Select the correct statement related to the technology that is used for documentation.

- (1) The manual typewriter that was used for documentation has completely been discarded at present.  
 (2) Electric typewriter was more popular than the manual typewriter because it had more facilities.  
 (3) Without using a keyboard, a document can be obtained by using voice directly from the computer.  
 (4) Computer is another development of an electronic typewriter.

4. The activities related to the meetings held by the head of the institute as well as the activities related to purchasing computers for the use of the institute have been done by the secretary.

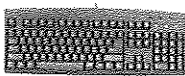
Select the answer that shows the documents that should be prepared by the secretary for the above mentioned activities respectively.

- (1) Report, Invitation (2) Agenda, Memo  
 (3) Application, Tender (4) Report, Tender

5. An omission that can regularly be seen in the documents prepared in an institution is

- (1) presenting essential facts. (2) presenting irrelevant facts.  
 (3) preparing systematically. (4) documenting correctly.

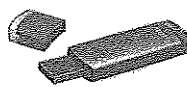
6. Consider the following devices.



A



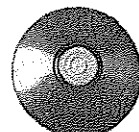
B



C



D



E

Select the option that shows the input and output devices for a computer respectively.

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

7. Tharushi moved her fingers on the home keys of the keyboard as follows.  
 "Index finger of the left hand, small finger of the left hand, ring finger of left hand, index finger of the right hand."

What is the word she has typeset?

- (1) gaff (2) flag (3) gash (4) dash

8. What are the correct fingers you should move on the home keys of the keyboard to typeset the word 'had'?

- (1) Index finger of the left hand, small finger of the left hand, middle finger of the left hand  
 (2) Index finger of the right hand, small finger of the left hand, middle finger of the left hand  
 (3) Index finger of the right hand, small finger of the left hand, ring finger of the left hand  
 (4) Index finger of the left hand, ring finger of the left hand, middle finger of the left hand

9. Several typeset words and the rows of the keyboard that were used to typeset those words are given in columns X and Y respectively.

X	Y
1. Story	A - All home keys, upper keys and lower keys
2. Bottle	B - Home keys and upper keys only
3. Slash	C - Home keys and lower keys only
4. cash	D - Home keys only

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

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

10. What are the letters that you can typeset using your left hand small finger?

- (1) a, s, d (2) s, a, q (3) s, q, z (4) a, q, z

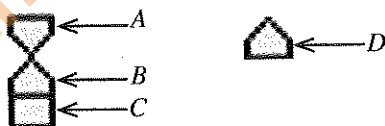
11. Several damages that can happen to the computer or the user and the relevant remedies for those damages are given in columns X and Y respectively.

X	Y
1. The high brightness of the computer screen	A - Using a UPS
2. Virus attack on the computer	B - Using an anti-virus software
3. Continuous electricity disturbances	C - Place the computer screen according to the level of eyes
4. Health issues related to the neck of the computer operator	D - Using a computer screen filter

When the damages in column X are matched in correct order with the remedies in column Y, the answer is

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

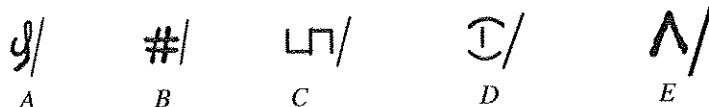
12. The following are the tools, that are used to indent the rows of a paragraph, included in the horizontal ruler bar of the Ms word.



To indent the rows of a paragraph except first row, you should drag the part

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

- Answer the questions 13 and 14 using the following information.



13. To indicate some words in a document that have to be crossed out, the editing mark that should be used at that place is

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

14. To indicate that two words in a document have to be set together, the editing mark that should be used is

- (1) B. (2) C. (3) D. (4) E.

15. ① ..... is a secretary who gives orders and involves in the top level management functions in a divisional secretariat office and ② ..... is a helper who is involved in the day to day activities to maintain the efficiency of the office.

Select the answer that shows the correct positions for the above ① and ② respectively.

- (1) Private Secretary, Management assistant
- (2) Computer operator, Divisional secretary
- (3) Management assistant, Office assistant
- (4) Divisional secretary, Management assistant

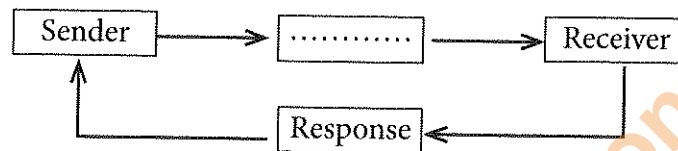
16. Following are several rules and regulations implemented in Sri Lanka.

- A - The Shops and Office Employees Act
- B - The Administration and Financial Regulations
- C - The Employee Provident Fund Act
- D - The Employee Trust Fund Act

The documents that include rules and regulations which should be followed by the government institutions as well as the private sector institutions are

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

17. Following is diagram that shows the communication process.



Select the correct term for the blank.

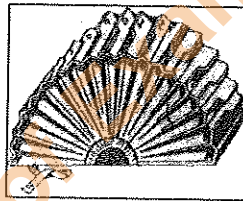
- (1) Letter
- (2) Message
- (3) Information
- (4) Communication

- Answer the questions 18 and 19 using the following information.

Following are some filing methods that are used in an office.



A



B



C

18. Select the answer that names the above A, B and C filing methods respectively.

- (1) Box, Concertina, Flat
- (2) Flat, Concertina, Box,
- (3) Docket, Liver arch, Flat
- (4) Box, Liver arch, Flat

19. Select the correct statement related to the above filing methods.

- (1) A is an old filing method. B and C are modern filing methods.
- (2) B and C are old filing methods. A is a modern filing method.
- (3) A and B are old filing methods. C is a modern filing method.
- (4) All A, B and C are old filing methods.

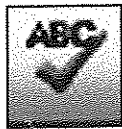
20. Some keys in the keyboard cannot be used alone. Those keys are always used with any other key in the keyboard. The key that does **not** belong to the above type is

- (1) Ctrl key.
- (2) Alt key.
- (3) Caps lock key.
- (4) Shift key.

21. Select the correct statement about the icons in formatting tool bar.

- (1) A needed font can be selected.
- (2) A printed copy of the opened document can be obtained.
- (3) A document can be saved.
- (4) Can move to the previous page or the next page.

22. Following are two icons in the MS Word screen.



A



B

Select the correct statement about the above icons A and B.

- (1) A is an icon of standard tool bar. B is an icon of formatting tool bar.
- (2) A is an icon of formatting tool bar. B is an icon of standard tool bar.
- (3) Both A and B are icons of standard tool bar.
- (4) Both A and B are icons of formatting tool bar.

- Answer the questions 23 and 24 using the following information.  
Following are some icons that can be seen in the MS Word screen.



A



B



C



D

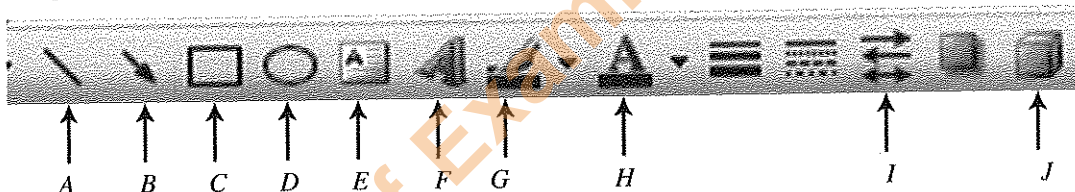
23. Select the answer that shows A, B, C and D in correct order.

- (1) Left tab, Centre tab, Right tab, Decimal tab
- (2) Right tab, Centre tab, Left tab, Decimal tab
- (3) Left indent, Separate into two column from the centre, Right indent, Separate to left from the centre
- (4) Left align, Centre align, Right align, Justify

24. The above icons can be seen in

- (1) the drawing tool bar.
- (2) the standard tool bar.
- (3) the formatting tool bar.
- (4) the ruler bar.

- Answer questions 25 and 26 using the following information.



25. The above tool bar is

- (1) the standard tool bar.
- (2) menu bar.
- (3) the task bar.
- (4) the drawing tool bar.

26. Select the correct statement related to the above tool bar.

- (1) Lines can be drawn in a document by using A and the width of these lines can be changed by using B and I.
- (2) Text can be written on a picture by using E, while arrows can be drawn and the width of those arrows can be changed by using B and I.
- (3) The background of a document can be coloured by using H and 3D pictures can be drawn by using J.
- (4) Preferred font styles can be selected by using F and a rectangular can be drawn by using C.

27. What is a computer software?

- (1) Central Processing Unit
- (2) Computer Keyboard
- (3) Computer programs
- (4) Computer screen

28. Following are two statements made by two students.

A - Cursor can be scrolled down using the Enter key.

B - To typeset the upper keys and the lower keys of the keyboard the Shift key should be used.

What is the correct sentence about the above statements?

- (1) Both A and B statements are true.
- (2) Both A and B statements are false.
- (3) A is false and B is true.
- (4) A is true and the B is false.



பேரணி கிரேடுகளி/பழைய பாடத்திட்டம்/Old Syllabus

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  
 94 E I, II

**අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2017 දෙසැම්බර්**  
**கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2017 டிசெம்பர்**  
**General Certificate of Education (Ord. Level) Examination, December 2017**

பிழுவ் லேவ்வகரணய வ லுஸுலேவ்வய	- ஔதீதீ	I, II
யின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும்	- ஆங்கிலம்	I, II
<b>Electronic Writing and Shorthand</b>	- English	I, II

## Electronic Writing and Shorthand - English II

\* Answer **first** question and other **four** questions.

1. (i) Write down the position names of
  - (a) **two** peers and
  - (b) **two** juniorsof a private secretary of a head of the institute.
- (ii) (a) Write **two** ways of presenting an organizational chart, that shows the organizational structure of an institution.
- (b) Write **two** factors that should be included in an official plan that shows how an office is planned.
- (iii) Write an advantage and a disadvantage of each of the following communication media that are used in an office.
  - (a) Verbal media
  - (b) Written media
  - (c) Electronic media
  - (d) Sign and Symbols media
- (iv) Write
  - (a) **two** technical skills and
  - (b) **two** human skillsthat should be developed by the private secretary of the head of the institute.
- (v) The marks obtained by 40 students for Mathematics in a class had been inserted in a spreadsheet by the class teacher. The marks were prepared in ascending order.
  - (a) Write the inputs and the outputs of the above case separately.
  - (b) Write how the teacher prepared the marks in ascending order.
- (vi) (a) Write an example each for a System software and an Application software of a computer separately.
- (b) Following are two icons that can be seen in the MS Word.



(a)

(b)

State the tool bar that each of the above icons belongs.

- (c) State the function of each icon above.
- (vii) (a) Write **two** tasks that can be done by a mouse.  
(b) Write a task that can be done by both the mouse and the keyboard. Describe how that task can be done by the mouse and by the keyboard separately.
- (viii) (a) Write **two** examples for practical documents which are prepared with columns.  
(b) Write down how to add columns in an MS Word document.
- (ix) (a) How many columns and rows are there in a spreadsheet?  
(b) Write **two** functions that can be done by using a spreadsheet.
- (x) Write a meaningful sentence having minimum **three** words by using only the home keys and upper keys.

(02 × 10 = 20 marks)

[See page eight.

2. (i) The head of the 'Dinuka Textile' was not in his office and the telephone began to ring continuously. Shyama, the private secretary was preparing a letter in her computer and she engaged in her work ignoring the telephone call. After a while, she answered the telephone with a 'hello'. The telephone call was not for her. It was for another person that was not at the office at that moment. It was conveyed to the caller and the receiver was replaced.

- (a) State clearly, the way Shyama behaved, when receiving the telephone call in the above case under the each situations of (1), (2) and (3) in (a).  
 (b) State clearly, the correct way Shyama should behave when receiving a telephone call under the each situation of (1), (2) and (3) in (b).

(When answering use the following table)

	(a) The way that Shyama behaved	(b) The correct way that Shyama should behave
(1) Ringing the telephone		
(2) Answering the call		
(3) Receiving the message		

(06 marks)

- (ii) (a) Write **two** documents each that the secretary should prepare before the meeting and after the meeting.  
 (b) Categorize the visitors of an office and state the procedure that should be followed for each category of visitors.

(02 marks)

(02 marks)

(Total 10 marks)

3. (i) Madara, the private secretary of the Chief Executive Officer of the 'Sahara Export Traders' is the petty cashier of the company.

Petty cash balance as at 01<sup>st</sup> September 2017 is Rs. 210. Reimbursement of Petty Cash imprest on 01<sup>st</sup> September 2017 is Rs. 1 290.

The petty cash transactions for the month of September are as follows.

Sep. 02 :	Travelling expenses	Rs. 200
Sep. 05 :	Registration charges of letters	Rs. 150
Sep. 06 :	Purchasing carbon papers	Rs. 130
Sep. 09 :	Three wheeler charges	Rs. 120
Sep. 12 :	Purchasing stamps and envelopes	Rs. 180
Sep. 15 :	Purchasing Pens and Pencils	Rs. 100
Sep. 20 :	Paying a creditor	Rs. 200
Sep. 22 :	Taxi charges	Rs. 150
Sep. 26 :	Postal charges	Rs. 100

- (a) How much is the value of petty cash imprest of 'Sahara Export Traders'?  
 (b) Prepare the petty cash book of 'Sahara Export Traders' for the month of September 2017.  
 (c) If the petty cash imprest was reimbursed on the 01<sup>st</sup> October 2017, how much would be reimbursed?

(06 marks)

- (ii) Mr. Senaka Perera, who is the Marketing manager of 'Seda textile wholesalers' had received a telephone call from Mr. Hemantha Dissanayake who is the Chief Executive Officer of 'Thara Garments' informing him that the stock of garments that had been received by the company differed from the order.

An e-mail was sent by the Seda Garments wholesalers to the Thara garments wholesalers stating that necessary actions would be taken as soon as possible after inquiring it.

- (a) Write **two** communication media included in the above case.  
 (b) Write a communication method for each communication media included in the above case.  
 (c) Write the sender and the receiver of the e-mail message of the above case respectively.  
 (d) What is the response to the telephone call in the above case?

(04 marks)

(Total 10 marks)

4. The following is a table included in a document prepared in MS Word.

No.	Name of the School	Type of the School			Number of students	
		1AB	1 C	2	Male	Female
1						
2						
3						
4						

- (i) Write clearly, how the above table has been inserted into the document. (02 marks)
- (ii) Write separately, the number of columns and the number of rows of the above table. (02 marks)
- (iii) Explain how the cell stating the 'Name of the School' in the above table has been created. (02 marks)
- (iv) The above table has to be transferred to another page of the document without making any change. Write clearly how it could be done. (02 marks)
- (v) (a) Write clearly, how the width of a column in the table can be increased or decreased. (02 marks)
- (b) Write an advantage and a disadvantage of a document with tables. (02 marks)
- (Total 10 marks)

5. The following is a mark sheet of 10 students prepared in a spreadsheet.

	A	B	C	D	E	F
1	Mark Sheet					
2	Name	Maths	English	Science	Total	Average
3	A	48	50	61		
4	B	74	63	76		
5	C	36	42	48		
6	D	85	76	82		
7	E	55	60	48		
8	F	62	68	60		
9	G	32	40	42		
10	H	76	70	68		
11	I	84	80	78		
12	J	52	62	66		

- (i) Write the formula that should be written in cell E3 to obtain the total marks of student A to the cell E3. (02 marks)
- (ii) Write the easiest way to obtain the total marks of all students from the cell E4 to E12. (02 marks)
- (iii) Write the formula that should be written in cell F3 to obtain the average marks of student A to the cell F3. (02 marks)
- (iv) Write the easiest way to obtain the average marks of all students from the cell F4 to F12. (02 marks)
- (v) A border should be drawn around the whole mark sheet. Write the cell range that should be selected. (02 marks)
- (Total 10 marks)

6. (i) Translate the following shorthand sentence into longhand sentence.

(02 marks)



- (ii) Select **four** heavy strokes from the above sentence and write each stroke with its sound. (02 marks)

- (iii) Select **four** light strokes from the above sentence and write each stroke with its sound. (02 marks)

- (iv) What are the sounds represented by

- (a) first place light dot vowel symbol?
- (b) first place light dash vowel symbol?
- (c) first place heavy dot vowel symbol?
- (d) first place heavy dash vowel symbol?

(04 marks)

(Total 10 marks)

\* \* \*