ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව **ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව** විභාග දෙපාර්තමේන්තුව
இலங்கை பரீட்சை, திணைக்களம் இலங்கை பரீட்சை **இலங்கைப் பரீட்சைத் திணைக்களம்** இலங்கை பரீட்சை
Department of Examinations, Sri Lanka Department of **இலங்கைப் பரீட்சைத் திணைக்களம்**tions, Sri Lanka
ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්ත
இலங்கை பரீட்சை, திணைக்களம் இலங்கை பரீட்சை **Department of Examinations, Sri Lanka**

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අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2023(2024)
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2023(2024)
General Certificate of Education (Ord. Level) Examination, 2023(2024)

විද්‍යුත් ලේඛනකරණය හා ළඝුලේඛනය (ඉංග්‍රීසි)	I, II	පැය තුනයි
மின் ஆவணப்படுத்தலும் சுருக்கெழுத்தும் (ஆங்கிலம்)	I, II	மூன்று மணித்தியாலம்
Electronic Writing and Shorthand (English)	I, II	**Three hours**

අමතර කියවීම් කාලය - මිනිත්තු 10 යි	Use additional reading time to go through the question paper,
மேலதிக வாசிப்பு நேரம் - 10 நிமிடங்கள்	select the questions you will answer and decide which of them
Additional Reading Time - 10 minutes	you will prioritise.

Electronic Writing and Shorthand (English) I

Instructions :

* *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* (✕) *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. A written communication method that is used only for internal communication from the top management to lower management of an organization is
   (1) circulars.
   (2) memoranda.
   (3) short messages.
   (4) calling letters.

2. The material which is **not used** when preparing documents using the typewriter is
   (1) typing papers.
   (2) ronio stencils.
   (3) typing ribbons.
   (4) printing ink.

3. When purchasing goods, what is the business letter that is produced to a supplier, after confirming the supplier?
   (1) The letter of offering
   (2) The letter of ordering goods
   (3) The letter of calling tenders
   (4) The letter of informing prices

4. The petty cash imprest approved for the petty cash expenses of an office is Rs. 5 000. The petty cashier received this amount on the 1st January 2024 and at the end of the month, the total expenses was Rs. 3 800. What is the amount that needs to be reimbursed on the 01st February 2024?
   (1) Rs. 1 200
   (2) Rs. 3 800
   (3) Rs. 5 000
   (4) Rs. 6 200

5. What is the procedure that should be followed when receiving an official telephone call?
   (1) answering the call introducing the name of the organization
   (2) writing down the important notes after the conversation
   (3) answering the call as soon as the telephone is ringing
   (4) answering the call using the word 'Hello'

6. Thushari moves her fingers on the upper keys of the keyboard as follows.
   'Index finger of the right hand, ring finger of the right hand, index finger of the right hand, index finger of the left hand.'
   What is the word that typeset?
   (1) your
   (2) tyre
   (3) tore
   (4) pour

7. What are the fingers that should be moved on the upper keys of the keyboard to typeset the word 'write'?
    (1) Small finger of the left hand, index finger of the left hand, ring finger of the right hand, index finger of the left hand, ring finger of the left hand
    (2) Ring finger of the left hand, index finger of the left hand, ring finger of the right hand, index finger of left hand, middle finger of the left hand
    (3) Ring finger of the left hand, index finger of the left hand, middle finger of the right hand, index finger of left hand, middle finger of the left hand
    (4) Small finger of the left hand, index finger of the left hand, middle finger of the right hand, index finger of the left hand, middle finger of the left hand

8. Select the sentence that typeset using only the home keys of the key board.
    (1) I catch a fish.   (2) The lad has a duck.
    (3) Dad had a flag.   (4) He locked the door.

9. Select the sentence that typeset using only the home keys and upper keys of the keyboard.
    (1) These books are for the library.   (2) My mother went to the market.
    (3) The birds of feathers flock together. (4) The people should take healthy diet.

10. A document prepared in the computer was opened. Then few editings were done on it and, the ctrl+S key combination was pressed at once.

    From this,
    (1) the document is saved in the same place by erasing all editings.
    (2) the document is saved in the same place with all editings.
    (3) the document is saved as a new file with a copy of all editings.
    (4) the whole document is selected with all editings.

11. What is the key combination that should be used to remove a letter or a picture as soon as it is inserted to an opened document in the computer?
    (1) ctrl+A   (2) ctrl+V   (3) ctrl+Z   (4) ctrl+C

12. Select the correct statement regarding the special keys of the key board.
    (1) By pressing the Delete key, the letters of a text in the left hand side of the cursor can be deleted
    (2) By pressing the Backspace key, the letters of a text in the right hand side of the cursor can be deleted
    (3) By pressing any key of the keyboard, a selected text can be deleted
    (4) By using arrow keys, cursor can be moved to up, down, left and right in a text

13. Following *A* and *B* are two computer devices.


          A   *B*

    Select the correct statement regarding the devices *A* and *B*.
    (1) Both *A* and *B* are output devices
    (2) Both *A* and *B* are input devices
    (3) *A* is an input device and *B* is an output device
    (4) *A* is an output device and *B* is an input device

● Following is a table that prepared in a word processing software including information of two mixed schools. Using it answer the questions No. **14** and **15**.

School	Medium	Number of students		Total
		Girls	Boys	
A	Sinhala			
	Tamil			
B	Sinhala			
	Tamil			
Total				

14. Select the answer that shows the number of rows and number of columns used to prepare the above table respectively.

(1) 4, 5   (2) 5, 7   (3) 7, 4   (4) 7, 5

15. It is needed to include the number of students in another two mixed schools with two mediums to the above table. To include those information to the above table,

(1) two new rows should be inserted.   (2) two new columns should be inserted.

(3) four new rows should be inserted.   (4) two new rows and two columns should be inserted.

16. Following is a picture of a ruler bar with tabs.
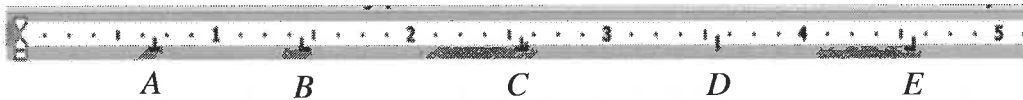
What is the answer that shows the Center tab, Left tab, Right tab and Decimal tab respectively?

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

17. Select the answer that is appropriate for the blanks in below ① and ② respectively.

①....................... of an institute is a secretary who is giving support to a Head and ②....................... is a secretary who is giving orders.

(1) Divisional Secretary, Company Secretary

(2) Private Secretary, Secretary of the School Development Board

(3) Computer Operator, Secretary to the Ministry

(4) Company Secretary, Management Assistant

18. By right clicking the mouse on the desktop and then clicking on New in the menu appears and by selecting Folder,

(1) a new file will be created on the desktop.

(2) a new folder will be created on the desktop.

(3) a new folder will be created in a data storage device.

(4) an existing folder in the desktop will be deleted.

19. What should be the key combination used to draw a line under a selected row of a document prepared in a computer word processing software?

(1) ctrl+U   (2) ctrl+Y   (3) Alt+A   (4) ctrl+abc

20. Few icons in the ruler bar of the computer word processing software are given in column **X** and the functions of those icons are given in column **Y**.

X		Y
1.		*A* - All the rows of a paragraph can be left indented.
2.		*B* - All the rows except first row of a paragraph can be left indented.
3.		*C* - All the rows of a paragraph can be right indented.
4.		*D* - Only the first row of a paragraph can be left indented.

What is the answer that shows the icons in column **X** are matched with the functions in column **Y** in correct order?

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

● Following are few icons in the word processing software. Answer the questions No. **21** to **23** using them.

   A   B   C   D   E   F

21. What are the icons that should be used to center and bold the topic of a document?

(1) B and E   (2) C and B   (3) C and E   (4) C and F

22. What are the icons that should be used to justify a selected paragraph in a document and colour the font in it?

(1) B and E   (2) B and F   (3) C and E   (4) C and F

23. What are the icons that should be used to create the underlined part of the sentence below?

General Certificate of Education (Ordinary Level) examination is **scheduled to be held in May 2024** by the Department of Examinations, Sri Lanka.

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

24. A row of a document, that prepared in a computer and forwarded for editing has been crossed by a single line and the symbol of $\mathcal{J}$/ was inserted at the left side of the document.
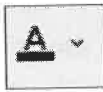Which icon should be selected to edit it?

(1)   (2)   (3)   (4)
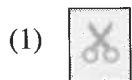
25. Select the answer that shows an example for a communication method that has been done by using signs and symbols in an office.

(1) sending fax messages   (2) sending e-mails
(3) ringing the bell   (4) giving telephone calls

26. Select the answer that shows only the technical skills of the private secretary of the Head.
(1) computer literacy, shorthand skill and typesetting skill
(2) trustworthiness, healthiness and patience
(3) ability to use office equipment, typesetting skill and work on time
(4) computer literacy, ability to speak various languages and trustworthiness

27. A modern method of filing files in an office is
   (1) Flat filing method.
   (2) Box filing method.
   (3) Docket method.
   (4) Concertina filing method.

28. Select the files that should be classified according to the chronological classification.
   (1) files of students admitted to a school
   (2) files of an institute regarding the cash receipts
   (3) files of admission of patients to a hospital
   (4) personal files of employees in an office

29. Select the answer that shows examples for office equipment, furniture and stationery respectively.
   (1) tables, A4 papers, pens and pencils
   (2) photo copy machines, printing ink, tables and chairs
   (3) fax machines, files, calculators
   (4) computers, tables, writing papers

30. Following are two statements regarding spreadsheets.
   A – Name a cell in a spreadsheet by indicating column name first and then row number
   B – Using the function of A2*3 and Enter, the value in the cell A2 multiply by 3 can be obtained
   Select the correct statement regarding the above A and B.
   (1) Both A and B statements are true.
   (2) Both A and B statements are false.
   (3) The statement A is true and B is false.
   (4) The statement A is false and B is true.

31. Select the correct answer regarding the following statement.
   The function of =sum(A1:A5) was written in a cell of a spreadsheet and then the Enter key was pressed.
   (1) The sum of the value in the cell A1 and the value in the cell A5 can be obtained.
   (2) The total of the values in all the cells from A1 to A5 can be obtained.
   (3) An opportunity can be obtained to enter the data to the cells A1 and A5.
   (4) The same answer can be obtained by using the function of A1+A2+A3+A4+A5 and press Enter key.

● Following are few icons that can be seen in the word processing software and the spreadsheet software. Answer the questions No. **32** and **33** using them.

       A   B   C   D   E

32. What is the icon that can be seen only in the spreadsheet?
   (1) *A*   (2) *B*   (3) *C*   (4) *D*

33. What is the icon that can be used to change the font colour of a text written in the spreadsheet software or in the word processing software?
   (1) *A*   (2) *B*   (3) *C*   (4) *E*

34. What is the column name that is in the right side of the column AZ of a spreadsheet?
   (1) AA   (2) ZA   (3) BA   (4) AZA

35. It should be needed to get the total value of the values in all the cells from E2 to E5 in a spreadsheet to the cell E6.
   What is the function that the correct value is **not** indicated to the cell E6?
   (1) =E2 + E3 + E4 + E5 ⟶ Enter
   (2) =E2 : E5 ⟶ Enter
   (3) =sum(E2 : E5) ⟶ Enter
   (4) =sum (E2 + E3 + E4 + E5) ⟶ Enter

[see page six

● Following is an extracted part of a spreadsheet. Answer the questions No. **36** and **37** using it.

	A	B	C	D
1				
2		67		
3		78		
4		45		
5		56		
6		246		
7				

36. There is a single line drawn above and a bolded line under the cell B6 that indicates the total value of the above spreadsheet.

   What is the icon that is used to prepare it?

   (1)   (2)   (3)   (4)

37. It should be calculated the average value of the value in the cell B6 and the answer should be indicated in the cell C6.

   What is the function that should be written in the cell C6?

   (1) =B6/4   (2) =B6/5   (3) =B2:B5/4   (4) =(B2:B5)/4

38. A skill of a stenographer is
   (1) writing correctly in the speed of speaking using a shorthand method.
   (2) an ability to write all the sounds heard in shorthand.
   (3) writing speeches using English longhand letters instead of using shorthand.
   (4) learning only few basic lessons of the shorthand method and practicing it.

39. What is the side that the vowel symbol should be kept when a vowel comes before a stroke written from left to right?
   (1) left side of the stroke   (2) right side of the stroke
   (3) above the stroke   (4) below the stroke

40. Two rules of writing in shorthand are as follows.
        A − To write heavy strokes it should be written twice on it
        B − Shorthand strokes of a word should be written without lifting the pencil
   From the above statements
   (1) A is correct and B is incorrect.   (2) A is incorrect and B is correct.
   (3) both A and B are correct.   (4) both A and B are incorrect.

✻ ✻

[see page seven

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අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2023(2024)
கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2023(2024)
General Certificate of Education (Ord. Level) Examination, 2023(2024)

විද්‍යුත් ලේඛනකරණය හා ලසුලේඛනය (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** situations that have to be prepared documents with columns.
      (b) Write **two** advantages of preparing documents with columns.
   (ii) (a) Briefly explain the term 'petty cash imprest'.
      (b) Write **two** petty cash expenses items of a private sector business organization.
   (iii) (a) Write **two** items that are normally included in a report of a meeting.
      (b) Write a compulsory activity that the private secretary of the Head of the institute has to be done in the following occasions.
         (1) before a meeting
         (2) on the meeting day
   (iv) Write **four** position names of peers of the private secretary of a Head.
   (v) When preparing a notice, it should be prepared to obtain the attention of the receivers on the message.
      Explain the meaning of the phrase 'to obtain the attention' mentioned here.
   (vi) Explain the functions of the following keys of the computer keyboard.
      (a) Caps Lock key
      (b) Enter key
   (vii) (a) Write any **two** other tools that can be used instead of the mouse.
      (b) Write **two** English fonts that are used for preparing official documents.
   (viii) When obtaining a printout of a document prepared in the computer, write **four** commands that can be given in the print window.
   (ix) The value in the cell B1 is 78 and the value in the cell C1 is 25 in a spreadsheet. The total of 60% of the value in the cell B1 and 40% of the value in the cell C1 should be included in the cell D1. If the values in the cells B1 and C1 are changed, the correct answer should be indicated in the cell D1. Write the correct function that should be written in the cell D1.
   (x) Write a meaningful sentence, at least with **four** words using only the Home keys and the Upper keys of the computer keyboard.

(*Total* **02** ×**10** = **20** *marks*)

Part I - Secretarial Practice

2. (i) Following are the editing marks that included in a document presented for proof reading. Explain the idea of each editing mark.

   (a) ⅍/,   (b) #   (c) ⌇   (d) ⌐_

(02 marks)

(ii) (a) Copy the following sentence as it is and edit it using the suitable editing marks.

Transportation charges are reduced according tothe decrease of fuel of price

(b) Re-write the correct sentence, after correcting the inserted editing marks in the places of the above (ii) (a). (03 marks)

(iii) (a) Write **two** examples for communication activities that have been done in a business organization under the following communication medium.

(1) Oral medium

(2) Written medium

(b) Write an advantage and a disadvantage of communicating using the written communication medium. (05 marks)

*(Total **10** marks)*

3. (i) Maintaining students' document files and filing daily receiving letters to the chief executive officer as one folder before forwarding them for necessary actions are done by the secretary of the Chief Executive Officer of a private education institute.

(a) What is the most suitable filing method that can be used to maintain students' document files?

(b) What is the suitable filing method for collecting all the letters receiving daily?

(c) A junior secretary has been training under the above mentioned secretary. At the beginning of the training, the organization structure of the institute had been introduced by the secretary to the junior secretary. Write **four** information that can be known by the junior secretary by studying this organization structure. (06 marks)

(ii) Welcoming guests of the institute is one of the functions that belongs to the secretary and the receptionist. Briefly explain how should secretary or receptionist act regarding the guests who have come without an appointment. (04 marks)

*(Total **10** marks)*

Part II - Electronic Documentation

4. Following is an invitation prepared by using a word processing software.

(i) Write **two** tools that are used to create the part *A* of the invitation as it is. (01 mark)

(ii) Write **two** tools that are used to create the part *B* of the invitation as it is. (01 mark)

(iii) Write **two** tools that are used to create the part *C* of the invitation as it is. (01 mark)

(iv) Explain how part *D* of the invitation is created as it is. (02 marks)

    (v) Explain how part *E* of the invitation is created as it is.   (02 marks)

    (vi) Explain how to change the boarder that is drawn around the invitation.   (01 mark)

    (vii) Assume that a suitable picture should be inserted to the invitation. Explain how to insert a suitable picture to the invitation.   (02 marks)

(Total **10** *marks*)

5. Siri Parakum Primary School conducts classes from grade 1 to 5. Each grade has four parallel classes. Following is an extracted part from a spreadsheet that indicated the number of students in those classes. Answer the questions below using the given spreadsheet.

	A	B	C	D	E	F	G	H	I	J
1										
2		Siri Parakum Primary School - Galoya								
3		Number of Students								
4		Grade	Araliya	Rose	Saman	Manel	Total	Average		
5		Grade 1	32	33	35	34				
6		Grade 2	34	37	36	35				
7		Grade 3	36	33	35	29				
8		Grade 4	28	34	38	31				
9		Grade 5	28	30	35	37				
10		Total Number of Students								
11										
12										

    (i) Write **two** formulae that can be written in the cell G5 to obtain the total number of students in Grade 1 to the cell G5.   (02 marks)

    (ii) Write **two** ways that can be used to obtain the total number of students in each grade; Grade 2, Grade 3, Grade 4 and Grade 5 to the cells G6, G7, G8 and G9 respectively.   (02 marks)

    (iii) Write **two** formulae that can be written in the cell G10 to obtain the total number of students learning in all grades of Siri Parakum Primary School to the cell G10.   (02 marks)

    (iv) Write a formula that can be used to calculate the difference between total number of students in Grade 5 and Grade 1.   (01 mark)

    (v) Borders are drawn around all cells in the part extracted from the spreadsheet. Explain how had it been done.   (01 mark)

    (vi) Briefly explain how 'Siri Parakum Primary School - Galoya' is written in the spreadsheet as it is.   (01 mark)

    (vii) A donator intends to provide 10 exercise books to each student in Grade 5. Write a formula to calculate easily, the number of books that he should provide.   (01 mark)

(Total **10** *marks*)

[see page ten

Part III - Shorthand

6. (i)   Write the symbol used to represent the word 'I' in shorthand.   (01 mark)

    (ii) There are two 'H' forms used in Pitman Shorthand such as; ⵑ and ⵏ

          Write **two** words in shorthand using the ⵏ (down H) as the initial sound.   (02 marks)

    (iii) Write the following sentences in shorthand and put the necessary punctuation marks at the end of each sentence.

          (a) I will go to the bank
          (b) I take my bag
          (c) am I late   (03 marks)

    (iv) Write the words given below in shorthand.

          (a) mat,   gap
          (b) met,   get
          (c) meet,   keep
          (d) mute,   cute   (04 marks)

                                                                    *(Total **10** marks)*

7. (i)   Write the words given below in shorthand.
          eat, death, bad, king, kite, come   (03 mark)

    (ii) Punctuation marks are also very important when writing shorthand. Write the correct shorthand strokes for the following punctuation marks.
          (a) fullstop
          (b) question mark
          (c) exclamation mark
          (d) dash
          (e) hyphen mark
          (f) parenthesis   (03 mark)

    (iii) Write **four** short forms in shorthand and translate them into English language.   (04 marks)

                                                                    *(Total **10** marks)*

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