

CIVIC EDUCATION

SELF-STUDY BOOK

**GRADE
08**

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01. What is the objective of providing public services?

- ❖ Providing public services is to generate qualitative development in the living conditions of the general public.

02. What is the definition of "Public services"?

- ❖ Public services are the services supplied by the private sector and the government which can be utilized by all the peoples in common with the objective of developing living conditions of the people.

03. List out the 05 public services utilized by you?

- ❖ Water supply
- ❖ Health
- ❖ Education
- ❖ Transport
- ❖ Electricity

**04. How can you classify the public services based on the way, how they are provided to the general Public? And give examples.**

- ❖ Free service- Education
- ❖ Public services supplied on the basis of charging concessionary rate- session ticket
- ❖ Public services supplied by charging money- Electricity

05. from where government is getting money to implement a number of public services?

Give 02 Way.

- ❖ Tax
- ❖ Other income of the government

06. Give 04 necessities of public services?

- ❖ To ensure social justice
- ❖ To make daily activities of the people more convenient
- ❖ To make living condition of the people better
- ❖ To provide relief to low-income earners



- ✓ **During the reign of King Buddhadasa in Anuradhapura era (340-368 AD) a physician had been for each group of 10 villages.**

07. Give 03 public services started during the British period?

- ❖ Transport
- ❖ Postal and telecommunication services
- ❖ Banking services

08. When was free education introduced?

- ❖ 1945

09. Who introduced the free education?

- ❖ Dr. C.W.W Kannangara

10. Give 02 reasons that are increase in the necessity of public service?

- ❖ Complexity of wants.
- ❖ Increase in population.

11. Write 04 common features of public services?

- ❖ Ability to utilize in common without any dissimilarity
- ❖ Supporting to fulfil basic needs
- ❖ Easily obtainable for the low-income earners
- ❖ Improving the qualitative development of people's living conditions

12. Mention 04 reason for the requirement of supply water as public services?

- ❖ Density of populations in the urban areas
- ❖ Water resource is not sufficiency available in common to satisfy the requirements of all the regions of the island.
- ❖ Facing scarcity of water in various parts of the country during the periods of droughts.
- ❖ Due to various reason underground water and water in the rivers are polluted.

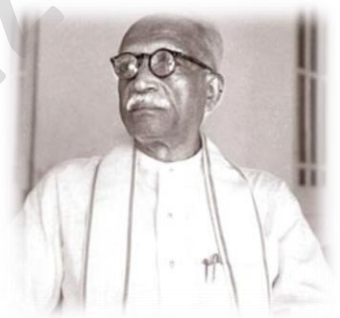
13. Which board is supplying the drinking water to many parts of the country?

- ❖ National water supply and drainage board

14. Give 02 services of regional offices of water supply and drainage board?

- ❖ Repairing and maintenance
- ❖ Fulfil the functions of supplying water

- ✓ **70% of the surface of the earth is covered with water, only less than 1% of the quantity can be utilized as drinking water.**



15. Mention the staff of regional offices of the water supply and drainage board?

- ❖ Regional engineer
- ❖ Officer-in-charge
- ❖ Meter readers
- ❖ Plumbers



16. Write 02 basic services implemented by the health service?

- ❖ Prevention of diseases
- ❖ Curing of illnesses

17. Give 04 factors that influenced to achieve the development of health services in

Sri Lanka?

- ❖ Public co-operations
- ❖ Availability of health facilities island-wide
- ❖ Progress achieved by the health service of sri lanka
- ❖ Provision of free health services by the government



18. Write 04 functions fulfilled by the health service?

- ❖ Treating patients
- ❖ Conducting medical clinics
- ❖ Conducting maternal clinics
- ❖ Carrying out emergency services

19. Give 04 hospitals that have been established to treat patients under western medical system?

- ❖ National hospitals
- ❖ Teaching hospitals
- ❖ Provincial hospitals
- ❖ District hospitals

20. Mention 04 services implemented by the health service under the western medical systems for the prevention of diseases?

- ❖ Anti-Filariasis campaign
- ❖ Health education Bureau
- ❖ Family health Bureau
- ❖ Epidemiology unit



21. What institution that is engaged to provide health services?

- ❖ Medical officers of health (MOH)

22. Why was the primary health facility Centre started? And when?

- ❖ For preventing non-communicable diseases (814 suwadiwi centres by 2015)

23. Mention 04 services provided by the office of the medical officer of health in your area?

- ❖ Immunization
- ❖ Implantation of school health programs
- ❖ Implementation of health education programs
- ❖ Conducting infant and maternal health clinics

24. Give 04 institutions that are maintained by the indigenous medical system?

- ❖ Ayurvedic teaching hospital
- ❖ Ayurvedic research hospital
- ❖ Ayurvedic hospitals maintained by the provincial councils
- ❖ Ayurvedic central dispensaries maintained by the provincial councils

25. Write 04 Non- communicable diseases that are increasing rapidly at present in

Sri Lanka?

- ❖ Heart diseases
- ❖ Diabetes
- ❖ Kidney diseases
- ❖ Cancers

26. Give 04 reasons for that?

- ❖ Smoking
- ❖ Drug addiction
- ❖ Inappropriate eating habits
- ❖ Not engaging exercises

27. Mention 04 actions to be taken by the public in order to prevent these diseases?

- ❖ Following medical advice
- ❖ Following good health habits
- ❖ Engaging in exercises adequately
- ❖ Refraining from smoking and intoxicants

28. What is the most valuable resource of a country?

- ❖ Human resource



29. What is the main factor that influence the advancement and the well-being of the human Resource?

- ❖ Education

30. Give 04 steps taken by the government to ensure the right to education?

- ❖ Free distribution of school textbooks and uniforms
- ❖ Providing education free of charge from primary education to higher education.
- ❖ Education has been made compulsory for the children up to 16 years of age.
- ❖ Allocating a large sum of money for education from the annual budget.

31. Give 03 institutions are run by the private sector?

- ❖ Private schools
- ❖ Higher education institutes
- ❖ Vocational training institutions



32. Write 03 early childhood development centers are conducted for pre-school children?

- ❖ Local bodies
- ❖ Voluntary organizations
- ❖ Religious institutions and the private sector.

33. Give 04 functions of education?

- ❖ Providing latest knowledge
- ❖ Socialization
- ❖ Producing good citizens
- ❖ Foster national unity



34. Which main institution those provide education as a public service in your area?

- ❖ School

35. Name 02 institutions that are the closest institutions which support to maintain school. activities Properly and provide facilities for the schools in your area?

- ❖ Divisional educational office
- ❖ Zonal educational office



36. Who is the head of the Divisional Educational office?

- ❖ Divisional director

37. Name 03 staff of the Zonal education office?

- ❖ Zonal director
- ❖ Deputy directors
- ❖ Assistant directors for subjects.



38. Write 04 advantages of public transport service?

- ❖ Travelling to school
- ❖ Private travel and transport
- ❖ Travelling for employment
- ❖ For travels and tours.

39. Name 03 institutions that provide passengers transport service?

- ❖ Department of railways, Sri Lanka
- ❖ Sri Lanka transport board
- ❖ Private bus transport service

40. Name 02 institutions that supply services for daily travelers with season ticket system on Concessionary rates?

- ❖ Department of railways, Sri Lanka
- ❖ Sri Lanka transport board

41. Name 02 special services implemented by Sri Lanka transport board?

- ❖ Sisu sariya (for school children)
- ❖ Gami Sariya (for the convenience of transport in rural areas)

42. Mention 05 staff of a depot of Sri Lanka transport board that contributes to supply services?

- ❖ Depot manager
- ❖ Assistant depot manager
- ❖ Depot inspectors
- ❖ Technicians
- ❖ Drivers



43. Mention 04 services that can be taken by the government to make the public transport service Efficient?

- ❖ Maintenance and repairing roads
- ❖ Construction of express ways
- ❖ Addition of new buses to run on roads
- ❖ Establishment of legal protection for passengers



44. Write 04 important of electricity?

- ❖ For health services
- ❖ For industrial services
- ❖ To light the streets
- ❖ For necessity of trade institutions

45. Which institution is supplying electricity to most part of the country?

- ❖ Ceylon Electricity Board

46. What are the 02 boards supplying electricity?

- ❖ Ceylon Electricity Board
- ❖ Lanka electricity company (private) limited



47. Give 05 working staff of the regional officers of Ceylon electricity board?

- ❖ Regional electrical engineer
- ❖ Assistant electrical engineer
- ❖ Electrical superintendent
- ❖ Electricians
- ❖ Meter readers

48. Mention 04 reasons for the development of the communication service?

- ❖ Expansion of social relationship
- ❖ Expansion of international relationship
- ❖ Complexity of human needs
- ❖ Busy schedules

49. Give 04 functions performed by the communication service?

- ❖ Supporting tourism
- ❖ Making business activities convenient
- ❖ Transmitting essential messages very quickly
- ❖ Developing inter-personal relationships



50. Mention 02 institutions that provide postal services to the public?

- ❖ Government post offices
- ❖ Agency post offices

51. State 04 services provided by the postal services to the people?

- ❖ Selling stamps
- ❖ Tele mail facilities
- ❖ Telephone facilities
- ❖ Distribution of letters and parcels



52. Name 03 private sectors that can be provided communication services in Sri Lanka?

- ❖ Mobile telephone services
- ❖ Sri Lanka Telecom
- ❖ Communication centers

53. Mention 04 examples for mass media?

- ❖ Radio
- ❖ Television
- ❖ Telephone
- ❖ Internet



54. Write 04 functions that are fulfilled by the mass media?

- ❖ Presenting programs for pleasure and enjoyment
- ❖ Improving knowledge on various fields
- ❖ Making people aware of the important incidents that take place daily.
- ❖ Contributing to public welfare through revealing information

55. Mention 04 services rendered by Sri Lanka police?

- ❖ Providing public security
- ❖ Protection of peace and security
- ❖ Protection of public property
- ❖ Road safety and traffic control activities



56. Name the officers with their job designation of the police station?

- ❖ Officer-in-charge (OIC)
- ❖ Inspector of police (IP)
- ❖ Sub inspector of police (SI)
- ❖ Police Constables (PC)

57. Give 04 security forces who are including under the title "Security forces"?

- ❖ Sri Lanka Army
- ❖ Sri Lanka Navy
- ❖ Sri Lanka Air Force
- ❖ Civil Security Force

58. Mention 04 services rendered by the security forces?

- ❖ Protecting the country from war situation
- ❖ Establishing national security
- ❖ Conducting military honors to welcome diplomats
- ❖ Providing relief services to people in emergency and disastrous situations



59. Give the official logo of Sri Lanka police?



60. What is the Motto of Co-operative?

- ❖ “one for all and all for one”

61. Write 04 services rendered by the Co-operative?

- ❖ Sale of consumer items at concessionary rate
- ❖ Provide credits facilities.
- ❖ Providing transport facilities
- ❖ Providing funeral services

62. Write 04 different types of Co-operative societies?

- ❖ Multi-purpose co-operative societies
- ❖ Co-operative credit societies
- ❖ Transport co-operative services
- ❖ School co-operative services



63. Write 04 institutions established by the government to conserve the environment?

- ❖ Ministry of environment
- ❖ Central environment authority
- ❖ Department of wild life
- ❖ Department of wild life conservation

64. Write 03 social security network programs that are carried out by the government.

- ❖ Welfare programs for senior citizens
- ❖ Establishment and maintenance of elder's homes
- ❖ Programs to provide houses for low-income earners-udagama program

65. Write 04 duties and responsibilities associated with the institutions providing public services.

Public Service	Institutions that provide the service	Duties and responsibilities that should be fulfilled by the institution
Water supply	e.g. National Water Supply and Drainage Board	<ul style="list-style-type: none"> • Supplying pure drinking water • Providing services continuously • Controlling of wastage of water • Carrying out maintenance work properly • Meeting the increasing demand for water • Responding to public complaints appropriately and immediately • Informing the consumers in advance about temporary stoppage of water supply
Electricity	e.g. Ceylon Electricity Board	<ul style="list-style-type: none"> • Providing services continuously • Carrying out proper maintenance • Guarantee of safety • Restoring the supply of electricity immediately if a breakdown occurs • Taking measures to fulfil the increasing demand for electricity • Responding to public complaints properly and immediately
Health service	e.g. Hospitals Private hospitals	<ul style="list-style-type: none"> • Treating patients properly • Supplying suitable medicine for use • Taking actions to prevent infectious diseases and non-communicable diseases • Providing necessary facilities and looking after patients • Providing services continuously • Taking measures for the mental and physical health of patients • Providing medical advice and raising awareness
Education	e.g. Schools Universities Vocational training institutes	<ul style="list-style-type: none"> • Providing education properly • Developing competencies • Socialization • Creating useful citizens for the society • Creating citizens to suit national requirements

66. Write 04 duties that should be fulfilled by the public who benefits from public services.

Public Service	Duties of citizens
Water supply	<ul style="list-style-type: none"> • Using water economically • Refrain from misuse • Paying bills on time • Protecting instruments used in supplying water • Informing the authorities about incidents regarding wastage of water
Electricity	<ul style="list-style-type: none"> • Using electricity economically • Protecting instruments used in supplying electricity • Paying bills on time • Avoiding the use of electricity illegally • Informing relevant authorities about breakdowns
Health	<ul style="list-style-type: none"> • Following medical advice • Being polite to the staff providing medical services • Stopping the wastage of medicine provided free of charge • Protecting property of the health service supplying institutes • Making other people aware of good health habits
Education	<ul style="list-style-type: none"> • Engaging in academic activities properly • Safeguarding your own dignity and that of the institution • Respecting teachers • Protecting the rights of other students • Protecting the property and resources belonging to the institution

- ✓ “Democracy” is a form of administration as well as a way of living. A democratic society is a self-disciplinary and consensual society in which people act in co-operation with one another based on freedom and equality and being respectful to the opinions of the majority.

01. Write down the types of Family with Example?

- ❖ Nuclear family- mother, father, and children
- ❖ Extended family- father, mother, children, uncles, aunts, and grandparents



02. Give 04 democratic features of a family?

- ❖ Solve problem peacefully.
- ❖ Secure equality
- ❖ Make decisions through discussion.
- ❖ Receive sufficient protection and love.

03. Write 04 benefits that fulfil from parents to children?

- ❖ Love
- ❖ Kindness
- ❖ Affection
- ❖ Protection



04. Mention 04 general occasion where making decision after discussion among family members?

- ❖ Selection and preparation of meal
- ❖ Keeping house clean
- ❖ Performing household chores collectively
- ❖ Planning educational activities

05. Mention 04 special occasion where making decision after discussion among family members?

- ❖ Organizations of various functions
- ❖ Purchase of a land/house
- ❖ Purchasing a vehicle
- ❖ Decision on marriages

06. Write 03 benefits of making decision after discussion among family members?

- ❖ Tolerating the views of others lead to honor others
- ❖ Tolerating the views of others tend to honor the view of the majority
- ❖ Unity and cordiality in the family is improved by respecting the views of the majority

07. Give 04 democratic features seen in a School?

- ❖ Respecting the leadership
- ❖ Working in collaboration
- ❖ Making correct decision through discussion
- ❖ Compromising on the will of the majority



08. Write 03 examples for the equal opportunities in school?

- ❖ Disciplinary rules within the school are common to all
- ❖ Textbooks, uniforms, library and laboratory facilities equal to all
- ❖ Equal opportunities for education for all

09. Mention 04 co-curricular activities practiced in school in order to familiarize democratic way of living?

- ❖ Organizing educational trips, field trips, exploration trips and excursion.
- ❖ Assigning duties as prefect, monitors
- ❖ Conducting literary associations
- ❖ Organizing national festivals



10. What you meant by child rights?

- ❖ United Nations Convention on child rights, every human being below 18 years is considered as a child. the rights entitled to all children, irrespective of their gender, are recognized as child rights.

11. Child rights are listed under 04 theme and what are they?

- ❖ Right to protection
- ❖ Right to participation
- ❖ Right to development
- ❖ Right to existence

12. What is the international organization that established to protect child right?

- ❖ United nations international children's emergency fund (UNICEF)



13. Give 04 child rights?**14. Write 04 duties/responsibilities of child?**

Rights of a child	Duties/responsibilities of a child
Right to education	<ul style="list-style-type: none">• Engaging in educational activities well• Respecting parents and teachers• Maintaining discipline, adhering to rules and regulations and following traditions of the school
Right to health facilities	<ul style="list-style-type: none">• To be aware of personal hygiene• Following good health habits• Raising awareness in public on good health habits
Right to the benefits of social security	<ul style="list-style-type: none">• Contribution to social security• Raising awareness in the society about social security
Right for freedom to hold a religious belief	<ul style="list-style-type: none">• Religious well-being• Respecting the religious beliefs of other religious groups
Right to freedom of expression	<ul style="list-style-type: none">• Expressing truth• Expressing ideas harmless to others
Right to maintain friendly relationships	<ul style="list-style-type: none">• Selection of friends wisely• Selection of friends to suit your age• Refraining from stealing, cheating and harmful deeds
Right to participate in activities of societies and associations	<ul style="list-style-type: none">• Developing one's capabilities.• Contribution to the social progress
Right to get proper protection	<ul style="list-style-type: none">• Respecting and obeying parents and elders• Supporting others whenever possible

15. Write 04 challenges faced by children?

- ❖ Abusive activities
- ❖ Harassments
- ❖ Sexual abuses
- ❖ Child labor

16. Why children face challenges. Give 04 reasons?

- ❖ Loss of equal opportunities
- ❖ Death
- ❖ Separation
- ❖ Working abroad, poverty, drug addiction

17. Give 03 institutions which function for the purpose of protection of child rights?

- ❖ National child protection authority
- ❖ Department of probation and child care services
- ❖ Children and Women bureau of Sri Lanka police

18. Write 03 government officers who are providing services to children and families at \ regional level?

Position	Office	Services provided
Child Rights Promotion Officer	Divisional Secretariat	Provide all the services related to child rights and co-ordinating facilities
Regional Child Protection Officer	Divisional Secretariat	Enquire into problems concerning the protection of children and provide necessary support
Early Childhood Development Officer	Divisional Secretariat	Provide facilities relevant to pre-school education and other early childhood services
Counselling Officer of the Ministry of Women and Child Affairs	Divisional Secretariat	Provide counselling services required for children and women
Social Services Office	Divisional Secretariat	Provide special welfare services of the government related to children
Women Development Officer	Divisional Secretariat	Provide home-economic and vocational education services required for women and girls
Informal and Formal Education Officer	Divisional Secretariat	Provide facilities to non-schooling children and children with special needs

19. Give 04 examples for emotions.

- ❖ Happy
- ❖ Sad
- ❖ Fearful
- ❖ Angry

20. Mention 04 emotions and give some reactions caused by the emotions.

- ❖ Happiness- laughing, dancing, cheering, shedding happy tears, shouting.
- ❖ Sorrow- crying, sighing, wailing, withering face, beating the chest.
- ❖ Anger- scolding, assaulting, trembling, crying, tongue twisting.
- ❖ Fear- trembling, screaming, widening of eyes, running.



21. Give 02 changes inside the body that are caused by the emotions.

- ❖ High blood pressure
- ❖ Secretion of hormones

22. Mention 04 affects that can't be followed to control unfavorable emotions.

- ❖ Physical illnesses
- ❖ Mental illnesses
- ❖ Creating various conflicts
- ❖ Addiction to drugs



23. Write 04 measures that can be taken to neutralize unfavorable emotions.

- ❖ Exercises to calm the mind- meditation, keeping pets
- ❖ Association of friends- discussion, mutual support
- ❖ Involvement in creative activities- performing dramas, landscaping
- ❖ Engaging in sports and physical exercises- swimming, doing physical exercises

24. Mention 04 strategies to establish democracy by managing emotions positively.

- ❖ Working to a timetable
- ❖ Listening
- ❖ Pre-arrangements
- ❖ Following rules, regulations, customs, and traditions



25. Write 04 advantages that you can gain as a democratic person?

- ❖ Be trusted and respected by others.
- ❖ Be a person who does not hurt other's feelings
- ❖ Act co-operatively and peacefully in the society.
- ❖ A person who does not become a victim of emotions as you have balanced personality

26. What you meant by the term " Leadership"?

- ❖ Leadership is the process through which people are directed and persuaded to achieve a clear objective.

27. Give 04 qualities of a leader?

- ❖ Communication skill- Presentation, explanation, speech, orderliness, listening, firmness, etc.
- ❖ Problem solving skill- Understanding problems, collecting information, analyzing, finding solutions, implementing.
- ❖ Organizational skill- Deciding the objective, planning, organizing, Making decisions.
- ❖ Manipulative skill- Deciding the target, organizing teams, controlling, achieving the targets.
- ❖ Human relationships- Sociability, attraction, ability to keep inter-relationships, maintaining relationships.

28. What are the 04 types of Leadership style?

- ❖ Autocratic leadership style
- ❖ corrupted leadership style
- ❖ Nominal leadership style
- ❖ Democratic leadership style

29. Mention 04 qualities of Autocratic leadership style?

- ❖ Act very strictly
- ❖ Take decision unanimately.
- ❖ Not allowing to develop capabilities.
- ❖ Threatening, intimidation

30. Mention 04 qualities of corrupted leadership style?

- ❖ Misuse of public property
- ❖ Engaging in fraud, corruption, and theft
- ❖ Display of wrong precedents.
- ❖ Disregard for law, rules, regulations, customs, and traditions
- ❖ Greater Inclination towards privacy

31. Mention 04 qualities of Nominal leadership style?

- ❖ Not working to uplift the public welfare.
- ❖ Absence of good leadership qualities
- ❖ Lack of clear targets and expectations
- ❖ Not making any changes
- ❖ Attempting to be prominent

32. Mention 04 qualities of Democratic leadership style?

- ❖ Accepting and respecting public opinion
- ❖ Maintaining close relationship with the public
- ❖ Encouraging the public
- ❖ Listening to conflicts and solving them

33. Write 04 reasons why we need leaders?

- ❖ To plan properly
- ❖ To encourage followers
- ❖ To face challenges and objections democratically
- ❖ To resolve and minimize conflicts

34. Mention 04 democratic countries?

- ❖ America
- ❖ France
- ❖ India
- ❖ Sri Lanka



35. Give 04 qualities a democratic leader should possess?

- ❖ Humanity
- ❖ Honesty
- ❖ Dedication
- ❖ Equality, creativity, helping others

36. List out the leaders and followers that you seen in the society?

- ❖ Father - other members of the family
- ❖ Principal - staff, students
- ❖ Chief Incumbent of the temple - other monks/lay devotees
- ❖ Member of Parliament - voters
- ❖ President - citizens of the country



37. List out the leaders and followers that you seen in the school?

- ❖ Principal - staff, students
- ❖ Class teacher - students in the classroom
- ❖ Prefect - students at the school
- ❖ Monitor - students in the classroom.
- ❖ Subject leader - students studying the subject.

38. Write 02 reasons for the conflicts and disagreements prevailing among persons in the contemporary Society.

- ❖ Competition
- ❖ Mistrust prevalent



39. Give 04 qualities of the good citizen?

- ❖ Respecting the view of others
- ❖ Respecting equality
- ❖ Respecting the rights of others
- ❖ Tolerating the view of others

40. Write 04 democratic way of living contributes to the well-being of the society.

- ❖ **Improvement of harmony in the society**
 - Relationships develop when every community group is respected and treated equally.
 - People are satisfied when their needs and requirements are fulfilled as expected.
 - Contribution and representation in every activity are entitled.
- ❖ **Establishment of a society with minimum conflicts**
 - Respect the will of the majority
 - Providing opportunities for the representation of minority
 - Respecting all communities and their cultures

❖ **Creation of a law-abiding society.**

- Citizens being law abiding
- Acting in a just and peaceful manner
- Recognition and respect for one another

❖ **Protection of the rights of all**

- Accepts rights
- Fulfills responsibilities
- Appreciates freedom



01. What is called a " Multicultural society"?

- ❖ People belonging to different races, and different religions and people who speak different languages may live in one country. A society consisting of such different group is called.

02. Give definitions for the term "culture"?

- ❖ Culture is the totality of whole, acquired by man on knowledge, beliefs, customs, arts and livelihood.

03. Write 04 countries with multicultural societies?

- ❖ Sri Lanka
- ❖ India
- ❖ Britain
- ❖ America

**04. Write 04 qualities of multicultural society.**

- ❖ Fulfilling the duties concisely
- ❖ Respecting all those who belong to every ethnic group
- ❖ Safeguarding the rights of the people of all ethnic groups
- ❖ Safeguarding the cultural heritages of all religious and ethnic groups

05. Write 04 characteristics of multicultural society.

- ❖ Existence of different ethnic groups
- ❖ Existence of people of different faiths
- ❖ Existence of people who speak different languages.
- ❖ Existence of different cultural heritages

**06. "Sri Lanka is a multicultural country" prove the statement with examples.**

- ❖ Different communities in Sri Lanka
- ❖ Different religious groups in Sri Lanka





07. Give some ethnic groups in Sri Lanka.

08. Write some important religious groups in Sri Lanka.

09. Indicate the population of the country according to ethnicity and religions.

Ethnicity	Population	Percentage	Religion	Population	Percentage
Sinhala	15173820	74.9	Buddhist	14222844	70.2
Tamil	2270924	11.2	Hindu	2554606	12.6
Muslim	842323	4.1	Islam	1967227	9.7
Burgher	1869820	9.2	Catholic/ Christian	150906	7.4
Other	106"836	0.5	Other	9440	0.1

10. Write some languages use in Sri Lanka.

- ❖ Sinhala
- ❖ Tamil
- ❖ English



11. Mention some cultural places related to those cultures.

- ❖ Jaya Sri Maha Bodhi, Katharagama Devalaya, Koneshwaram Kovil, Nallur Kovil
- ❖ Thalavila church, Madu church, Davatagaha Mosqu



12. Write 04 important cultures based on religions in Sri Lanka.

- ❖ Buddhist culture
- ❖ Hindu culture
- ❖ Islam culture
- ❖ Christian/catholic culture



13. Mention 03 religious festivals of Buddhist and explain briefly.

- ❖ **Vesak festival**- Vesak festival is very important for the Buddhist since it is for commemorating 03 events of buddha, the birth, the enlightenment and the parinibbana (passing away.)
- ❖ **Poson festival**- it is believed that the Buddhist mission led by Arahath Mahinda Thero arrived in Sri Lanka on a poson full moon poya day.
- ❖ **Esala festival**- after attaining the great Buddhahood, Lord Buddha preached his first sermon on an esala poya day.
 - ✓ Observing sil by giving priority to worldly and spiritual poojas, treating the sick, conducting sermons, organizing dansalas, giving alms to the needy and erecting pandals, are commonly done by the Buddhist along with these festivals.

14. Mention 03 religious festivals of Hindus.

- ❖ Thai-Pongal
- ❖ Deepavali
- ❖ Maha Shivarathri



15. Mention 02 religious festivals of Christian/catholic devotees and explain briefly.

- ❖ **Christmas**- held on 25th of December in order to celebrate the birth of Jesus birth.
- ❖ **Good Friday** is for the commemoration of the crucifixion and **Easter** is for the Resurrection of Jesus Christ.
 - ✓ Baptizing a child and making him a child of god is an important religious custom of every catholic/Christian. Engagements as well as wedding and all other important occasions are done in church.

16. Mention 03 religious festivals of Muslims and explain briefly.

- ❖ **Milad un-Nabi festival**- giving alms to the poor and beggars to commemorate the birth of Mohammed Nabi is done in Milad un-Nabi festival.
- ❖ **Ramadan festival (Id-ul-Fitr)**- fasting from the dawn of the day to dusk continuously for a period of 30days is a custom following during the Ramadan period. At the end of the fasting period, Ramadan festival is held.
- ❖ **Haj festival**- haj festival is held to celebrate the holy pilgrimage of the Prophet Mohammed's to Macca, the holy land of the Muslims.

17. Indicate the ethnic and religious composition of India.

Races	Languages	Religions
Tamil, Urdu, Bengali, Muslim, Banjara, Chakma, Marathi, Munda	Hindi, Urdu, Tamil, English, Marathi, Malayalam, Panjabi, Thelingu, Gujarati, Kannada, Sanskrit	Hinduism, Catholicism, Islam, Buddhism, Shaivism

18. Mention 03 steps to ensure harmony among different ethnic groups in India.

- ❖ Treating all ethnic, religious and language groups equally.
- ❖ Using English and Hindi as official languages (Tamil Nadu state does not accept Hindi as an official language)
- ❖ Having knowledge on another language except the official languages by every citizen.

19. Indicate the multicultural nature of the United States of America.

Ethnic groups	Languages	Religions
The White, the Black, Asians, Red Indians, Alaskans, Hawaiians and Pacific Islanders	English, Spanish, Samoan, Cameroonian, Karuk, Hawaiian, Chinese, Vietnamese, Korean, German, French, Russian, Italian	Protestant Christians, Roman Catholics, other Christians, Muslims, Buddhists, Jewish

20. Write 04 steps taken by USA to maintain multicultural nature of the country.

- ❖ Recognizing English as the official language
- ❖ Granting equal rights for all citizens
- ❖ Accepting democracy and working according to it
- ❖ Not recognizing any religion as the state religion



21. What is the meaning of “cultural identity”?

- ❖ Every ethnic, religious and languages group have it own special culture. A particular culture can be distinguished from that of another through cultural identity. Every groups tries to safeguard its own cultural identity.

22. Write 04 advantages of building national harmony and sustainable peace.

- ❖ A sustainable peace is established.
- ❖ People are compelled to work collectively and harmoniously
- ❖ Harmony is ensured among ethnic groups
- ❖ Conflicts are minimized by working with mutual trust and understanding.



01. What are the 03 events that can be cited as the most powerful challenges for the protective existence of human society?

- ❖ Natural disasters
- ❖ Accidents
- ❖ Hazards

02. The accidents and disasters faced by man in modern society can be divided into two. What are they?

- ❖ Natural disasters
- ❖ Disasters caused by human activities

03. Give some examples for Natural disasters.

- ❖ Tsunami
- ❖ Floods
- ❖ Droughts, earthquakes

04. Write some examples for the disasters caused by human activities.

- ❖ Vehicle accidents
- ❖ Unprotect constructions.
- ❖ Improper use of chemicals
- ❖ Misuse of technological and electrical equipment

05. What is the definition of " Natural disasters"?

- ❖ Unfavorable conditions caused by extreme nature of the natural phenomena of the earth and its surroundings can be termed as natural disaster.

06. Natural disasters occur due to two main reasons. What are they?

- ❖ Due to internal physical process of the earth- Tsunami, earthquakes, earth slips
- ❖ Due to the changes in whether and climatic conditions- floods, droughts, lightening

07. Give 04 causes for flooding.

- ❖ Improper drainage system
- ❖ Illegal construction on land reservation
- ❖ Irregular urban development
- ❖ Discharge of wastewater into the water of the canals



08. Give 01 effects of constant flooding in Sri Lanka.

- ❖ Sri Lanka receives plenty of rainfall throughout the year.

09. Write 04 human activities towards flooding.

- ❖ Deforestation
- ❖ Filling up marshy lands
- ❖ Sand mining from rivers
- ❖ Digging up mines

10. Mention 04 authorities that give some advice about the flood.

- ❖ Disaster management Centre
- ❖ Police
- ❖ Local government institution
- ❖ Meteorological department



11. What is known by the term “ Cyclones”.

- ❖ Violent and destructive winds that occur in tropical areas are known as cyclones. They take place centralizing low pressure zones in the atmosphere. Cyclones originate as a system of wind that blows clockwise and anti-clockwise. The speed of winds may exceed 350-400 k.m.p.h. Torrential rain accompanies heavy winds. Heavy winds and heavy rain can cause loss of lives and property. The cyclone that entered Sri Lanka on the 24th of November 1978 took away 900 human lives and caused much damage to property as well.

12. Mention 03 measures to be taken towards safety during a storm.

- ❖ Withdraw from affected areas
- ❖ Go to a protected place
- ❖ Take away a pre-arranged pack which consist of essential and light items.

13. Mention 03 measures to be taken towards safety during a storm if you are staying at home.

- ❖ Check whether the walls and the roof are safe
- ❖ Disconnect electricity
- ❖ Remove all trees and branches of trees that can be harmful to the house.

14. What is the reason for lightening?

- ❖ Thunder and lightning are a natural phenomenon. Thunder follows lightning. Lightning occurs when the water present in the high cumulonimbus (storm clouds) gets charged due to speedy powerful air waves that keep running up and by rubbing water droplets each other. Positive charges collect in the top layers of the cloud and negative charges collect in the bottom layers. An electrical discharge occurs when the number of charges reach a certain level. It is known as lightening and thundering.

15. When does a heavy thunderstorm occur in Sri Lanka mostly?

- ❖ March- April
- ❖ October- November

16. Mention 03 effects of "Thunderstorms".

- ❖ Death
- ❖ Accidents
- ❖ Property damages

17. How can the damage of thunderstorms be avoided?

- ❖ Avoid isolated open spaces, places, or tall trees.
- ❖ Refrain from using telephones.
- ❖ Refrain from using electrical items
- ❖ Unplug electric items from plug points

18. What is "Tsunami"?

- ❖ Earthquakes on the seabed, nuclear explosions, volcanic eruptions, and meteors are the causes for tsunami. When a tsunami occurs, powerful waves that originate in sea. water spread in all directions. These waves cause a lot of damages to the coastal areas.

19. Mention 03 effects of "Tsunami".

- ❖ Death
- ❖ Accidents
- ❖ Property damages

20. Write 04 human activities affected to heighten destruction in the Tsunami.

- ❖ Damage to coral reefs
- ❖ Destruction of mangroves
- ❖ Removal of sand bars in coastal areas
- ❖ Removal of natural vegetation in the coastal areas



21. Write 04 measures to be taken to minimize damages caused by the Tsunami.

- ❖ Make others aware
- ❖ Be alert on the signs of a Tsunami
- ❖ Rush to a safe area immediately
- ❖ Pay attention to the announcements given by the media.

23. What is the definition for the term “drought”?

- ❖ In simple terms, a drought is a period of insufficient rain to fulfil man’s requirements with water. Drought that occurs due to insufficient rain is identified as a climatic drought. Droughts caused by insufficient supply of water are referred to as hydrological droughts. According to a climatic report from the Ministry of Forest Conservation and Environment, a drought is a period in which a district receives less than 75% of its usual rainfall.

24. Write 04 impacts of drought?

- ❖ Shortage of drinking water
- ❖ Disruption to generate hydroelectricity.
- ❖ Drying up of streams and small tanks
- ❖ Reduction in ground water levels



25. Write 04 ways to safeguard from drought?

- ❖ Do not destroy forest cover.
- ❖ Do not expose soil to extreme direct heat.
- ❖ Conserve water
- ❖ Do not pollute water in streams, canals, and rivers.

26. Mention 04 measures that can be taken to minimize natural disasters?

- ❖ Avoid deforestation.
- ❖ Protecting mangroves
- ❖ Restricting improper mining
- ❖ Protecting sand bans in coastal areas

27. Write 04 steps to be taken to minimize damages during a disaster?

- ❖ Saving the victims
- ❖ Giving proper first aid
- ❖ Taking victims to hospitals immediately
- ❖ Assisting the defence and health service providers



28. Give 04 institutions from which assistance can be obtained when a disastrous situation rises?

- ❖ Police
- ❖ Hospital
- ❖ Disaster Management centres
- ❖ Fire Brigade

29. Write some telephone numbers that can assist you in an emergency.

- ❖ **110** Emergency Fire Extinguish and Ambulance Services
- ❖ **118** Operation Centre for National Security
- ❖ **119** Police Emergency Services
- ❖ **1959** Media Centre – National Hospital, Sri Lanka
- ❖ **1969** Emergency Call Centre for Users of the Southern Express Highway
- ❖ **1984** National Authority for the Control of Dangerous drugs – advice regarding rehabilitation of users of such drugs
- ❖ **1991** Complaints regarding environment and natural resources.



30. What is “ Disaster management”?

- ❖ Although it is difficult to prevent disasters completely, damages caused by disasters can be minimized. This process is known as disaster management.

31. List out some of the places where accidents can happen.

- ❖ Home
- ❖ Work site
- ❖ Armory
- ❖ School, Road, Reservoirs



32. Write 04 reasons for the food poisoning.

- ❖ Consuming half cooked food.
- ❖ Failure to wash and clean properly all items of food.
- ❖ Consumption of outdated food items
- ❖ Measures adopted by sellers at different stages (ripening fruit, use of chemicals for storage)

33. Mention 04 instructions for proper use of drugs?

- ❖ Follow relevant medical advice.
- ❖ Use the prescribed dosage.
- ❖ Use drugs at the proper time.
- ❖ Be aware of expiry date.



34. Write some bad driving habits.

- ❖ Driving after liquor
- ❖ Driving under the effect of bad impulses and emotions (anger, sadness, depression, extreme happiness)
- ❖ Using mobile phones while driving
- ❖ Smoking and use of narcotics.

35. Write 04 institutes associated with accidents and disaster?

- ❖ Hospital/Accident Service
- ❖ Police
- ❖ Air force, Infantry and Navy
- ❖ Fire brigade



36. What are the ways you should take during an accident?

- ❖ When an accident or a disaster takes place, it is important to act consciously and confidently without being in a hurry. On most such occasions people gather just to see the disasters.
- ❖ It is also necessary to be aware of media reports to avoid chain accidents. Paying attention to weather reports, being aware of changes in natural surrounding sand taking immediate action in the event of a landslide are all helpful to minimize damages.

37. Give 03 effects of road accidents?

- ❖ Deaths caused.
- ❖ Damage to property
- ❖ Loss
- ❖ Casualties



38. Write 04 primary causes for road accidents.

- ❖ Faults made by drivers.
- ❖ Faults made by pedestrians.
- ❖ Improper roads
- ❖ Defective condition of vehicles

39. Write 04 faults made by drivers while driving?

- ❖ Indiscipline
- ❖ Driving after liquor.
- ❖ Driving with no valid licence.
- ❖ Driving at high speed



40. Mention 04 faults made by pedestrians.

- ❖ Ignorance of road signs and road rules
- ❖ Walking in groups
- ❖ Using mobile phones while walking
- ❖ Wearing dark color clothes at night



41. Write 03 faults using bicycles for riding?

- ❖ Riding bicycles in groups
- ❖ Riding at night without head lights
- ❖ Absence of red coloured reflectors at the back of bicycles

42. Write 04 reasons for the road accidents caused by the poor conditions on roads?

- ❖ Potholes on roads filled with water.
- ❖ Patches of oil on roads
- ❖ Dangerous bends
- ❖ Wet and slippery roads



43. Write 04 reasons for the road accidents caused by the poor conditions of vehicles?

- ❖ Poorly lit headlights or no headlights at all
- ❖ Improper functioning of brake systems
- ❖ Driving on rainy days without wipers
- ❖ Use of worn out tyres and poor maintenance of vehicles.

44. Which one is fixed by the government to safeguard drivers and pedestrians?

- ❖ The government spends heavily to safeguard drivers and pedestrians displaying road signs and fixing CCTV cameras.



45. Write 04 responsibilities of drivers to prevent road accidents?

- ❖ Follow road rules necessarily.
- ❖ Follow road signs.
- ❖ Use safety belts.
- ❖ Maintain vehicles in use.

46. Write 04 responsibilities of government to prevent road accidents?

- ❖ Maintain proper repairs to roads.
- ❖ Maintain effective driver training.
- ❖ Mark speed limits and signs on either side of road
- ❖ Draw up programs for the special attention of drivers.



47. Write 02 responsibilities of police to prevent road accidents?

- ❖ Make drivers and pedestrians aware of road rules.
- ❖ Abandon the use of dilapidated vehicles.

48. Mention 04 main causes for the train accidents?

- ❖ walking on railway tracks
- ❖ driving across railway tracks, neglecting signals.
- ❖ technical faults in railways
- ❖ absence of gates at railway crossings

49. Write 04 ways to avoid railway accidents?

- ❖ Ban travelling on footboard for passengers on trains.
- ❖ Keep away from railway tracks.
- ❖ Refrain from getting in or out of a running train.
- ❖ Activate railway signals properly.



50. Mention 04 methods to follow during an accident or disaster?

- ❖ rush the injured to hospitals.
- ❖ inform the nearest police station as soon as possible.
- ❖ prevent unnecessary violence that can take place.
- ❖ collect money and other belongings of victims and hand them over to security officers or owners.

51. Write 04 instances of using chemicals?

- ❖ For sanitary purposes (detergents)
- ❖ Home gardens
- ❖ Laboratories in schools
- ❖ To destroy insects

52. Write 04 probable accidents by using chemicals?

- ❖ Insecure storage
- ❖ Storage alongside food items
- ❖ Storing without proper display of labels
- ❖ Keeping chemicals within easy reach of children.



53. Write 04 ways how chemicals can enter through the body?

- ❖ Contact with the skin.
- ❖ Inhalation
- ❖ Through mouth
- ❖ Contact with eyes.

54. Write 04 steps to be taken when a chemical accident takes place?

- ❖ Identify the reason for the accident.
- ❖ Give necessary first aid.
- ❖ Direct the victim to a doctor immediately.
- ❖ If available, submit the containers, wrappings of the poison or chemical to the doctor.



55. Mention 04 steps to be taken to prevent accidents caused by chemicals?

- ❖ Safe storage
- ❖ Careful reading and following instructions on the label before using and acting accordingly.
- ❖ Storing away from the reach of children
- ❖ Storing to display the symbol of poison clearly.

56. What is "lifestyle or consumption style"?

- ❖ The needs of modern man are very complex. But the resources available to fulfill these needs are limited. Besides, it is the responsibility of the modern generation to leave behind resources for future generations too. Therefore, we must all get used to affordable lifestyles which mean to follow a lifestyle and consumption style to match one's own economic level.

57. What is sustainable development?

- ❖ "Sustainable use is the use of available natural resources by the present generation while preserving for the use of future generation."

58. Write some most important needs of human being?

- ❖ food, clothing, and shelter
- ❖ water and electricity
- ❖ power supply
- ❖ travel requirements



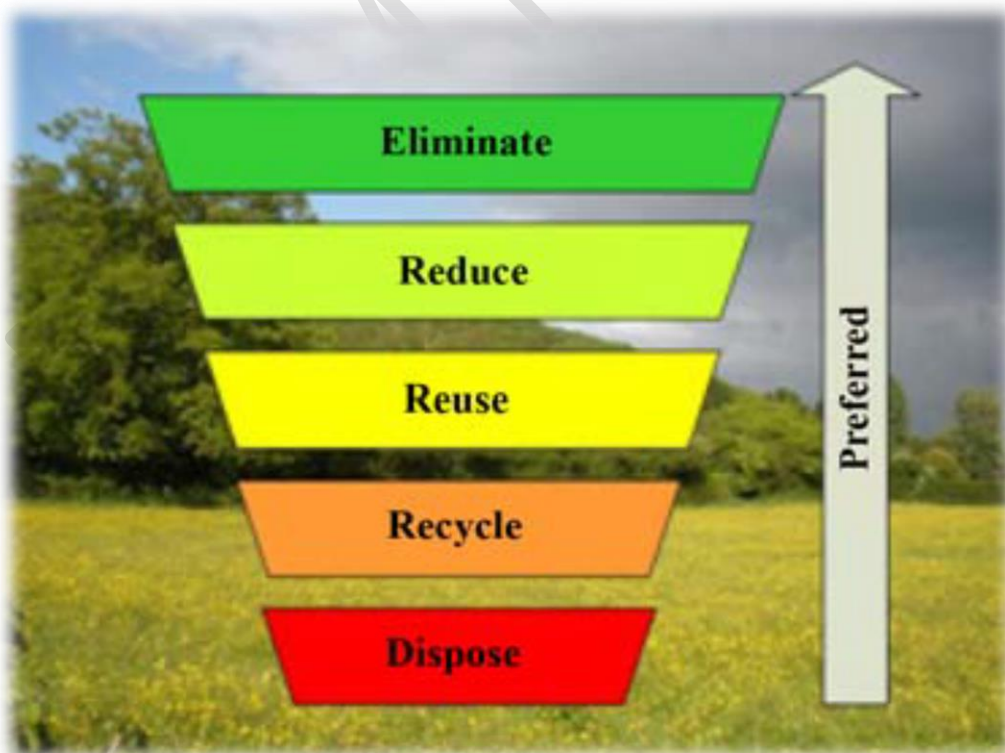
59. Write 04 measures to contribute towards sustainable development?

- ❖ Refrain from over consumption of resources.
- ❖ Adopt an environmentally friendly lifestyle.
- ❖ Adapt to existing rules and regulations.
- ❖ Dispose of garbage appropriately.

60. How to manage disposal of garbage?



61. Mention the options available to dispose the garbage.



62. Give 02 presently increasing deadly diseases.

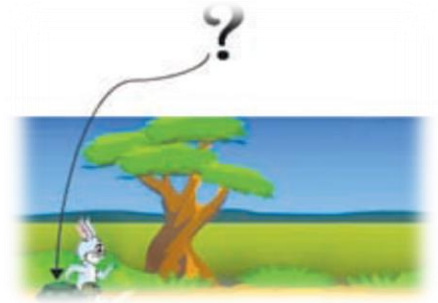
- ❖ Kidney ailments
- ❖ Dengue fever and the mosquito menace

63. Write some services rendered by you for the sustainable development.

- ❖ Both the state and the society have a great responsibility to eliminate these diseases. To protect future generation, we must get together and carry out our duties responsibly. We also need to adopt and adapt to an affordable lifestyle and an affordable consumption style. This way, it will be possible to strengthen sustainable development in Sri Lanka.

01. Mention 03 basic process that can be seen in nature?

- ❖ Birth
- ❖ Existence
- ❖ Death



02. Define the term "the problem"?

- ❖ A problem can be defined as a barrier or an obstacle that blocks reaching a certain activity, condition, or situation. It can be defined simply, as the gap between the situation of any moment and inability to achieve one's expectations as precise as one expected.

03. Write the different types of problems?

- ❖ Physical problems
- ❖ Mental problems
- ❖ Economic problems
- ❖ Technical problems
- ❖ Environmental problem



04. Write 02 influencing factors of problems frequently.

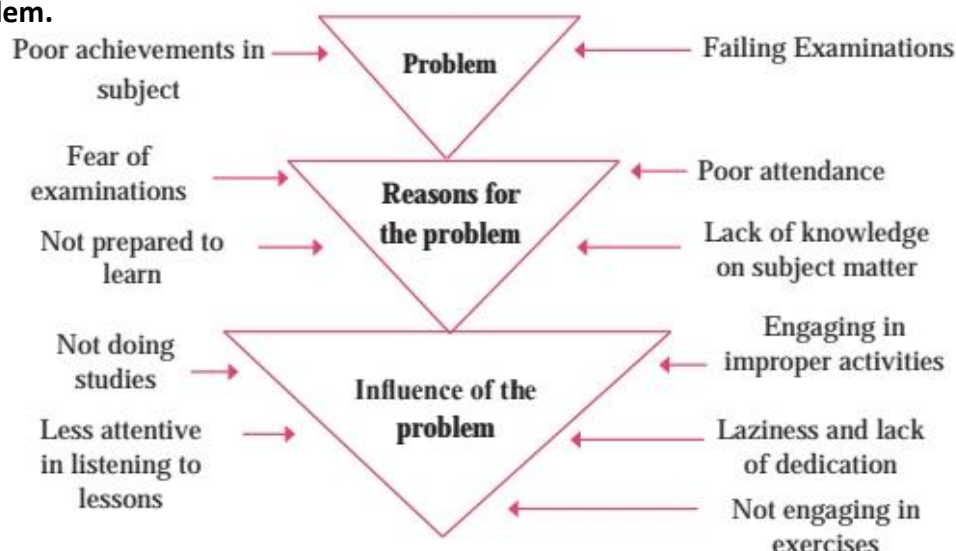
- ❖ attempt to find solutions without having proper understanding.
- ❖ identification of problems.

05. Write 04 examples of some problems faced by students?

- ❖ Problems of food and nutrition
- ❖ Absence of things one likes.
- ❖ Loss of security and protection
- ❖ Scarcity of resources in some schools

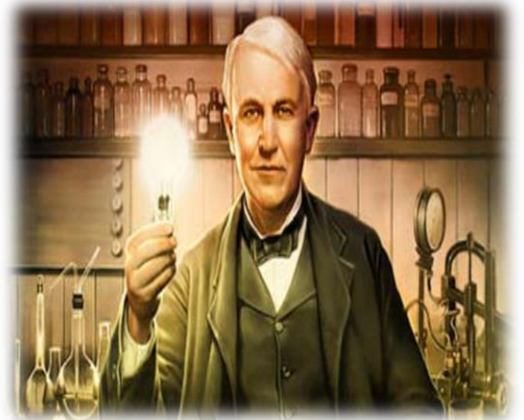


06. Write an example for a problem and Write the reason for the problems and influence of the problem.



07. Write 04 unfavorable reactions by the people who face problems.

- ❖ Fear
- ❖ Evade
- ❖ Avoid
- ❖ Take revenge on life.



08. Give 04 benefits of facing problems.

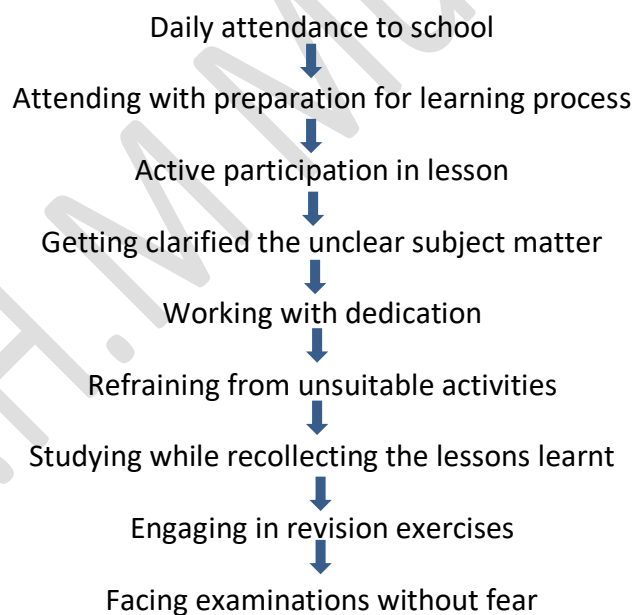
- ❖ Achievement of objectives
- ❖ Eradication of stress
- ❖ Restoring peace
- ❖ Being accurate

09. Write 02 things that can be taken to get rid of a problem?

- ❖ When finding solutions to a problem, it is of utmost importance to have a good understanding and a realization of it. By that, suitable solutions can be achieved.



10. Write some steps that could be used to solve the problem of being weak in your subject achievements?



11. What is meant by the term "challenges"?

- ❖ Various barriers that occur when winning the targets in life are challenges.
- ❖ Encountering various difficulties in life are challenges.

12. Give some challenges faced in day-to-day life.

- ❖ Making education successful amidst economic difficulties
- ❖ Passing examinations
- ❖ Winning the targets facing failures successfully
- ❖ Winning the goals in life



13. Write some factors needed to overcome challenges.

- ❖ Patience
- ❖ Self-confidence
- ❖ Dedication
- ❖ Determination

14. “ I have not failed. I have just found ten thousand ways that won’t work.” Whose statement?

- ❖ Thomas Alva Edison

15. Write 04 psycho-social relationships to be promoted to overcome challenges?

- ❖ Controlling emotions
- ❖ Self-awareness
- ❖ Controlling emotions
- ❖ Effective communication

16. Write some peoples who overcome from challenges in the world?

- ❖ Susanthika Jayasinghe
- ❖ Honda
- ❖ Thomas Alva Edison
- ❖ Nick Vujicic

17. Who was the 1st female athlete to win Olympic medal in Sri Lanka?

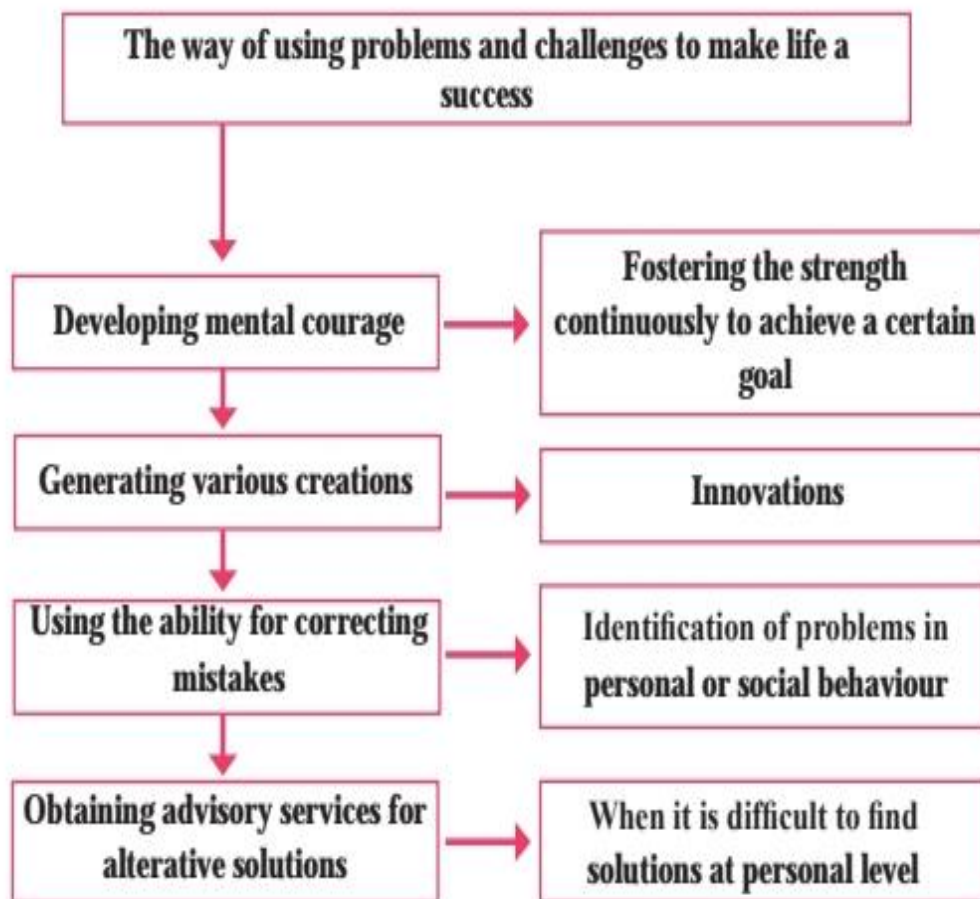
- ❖ Susanthika Jayasinghe



18. How can you pass the difficult subjects such as maths and English?

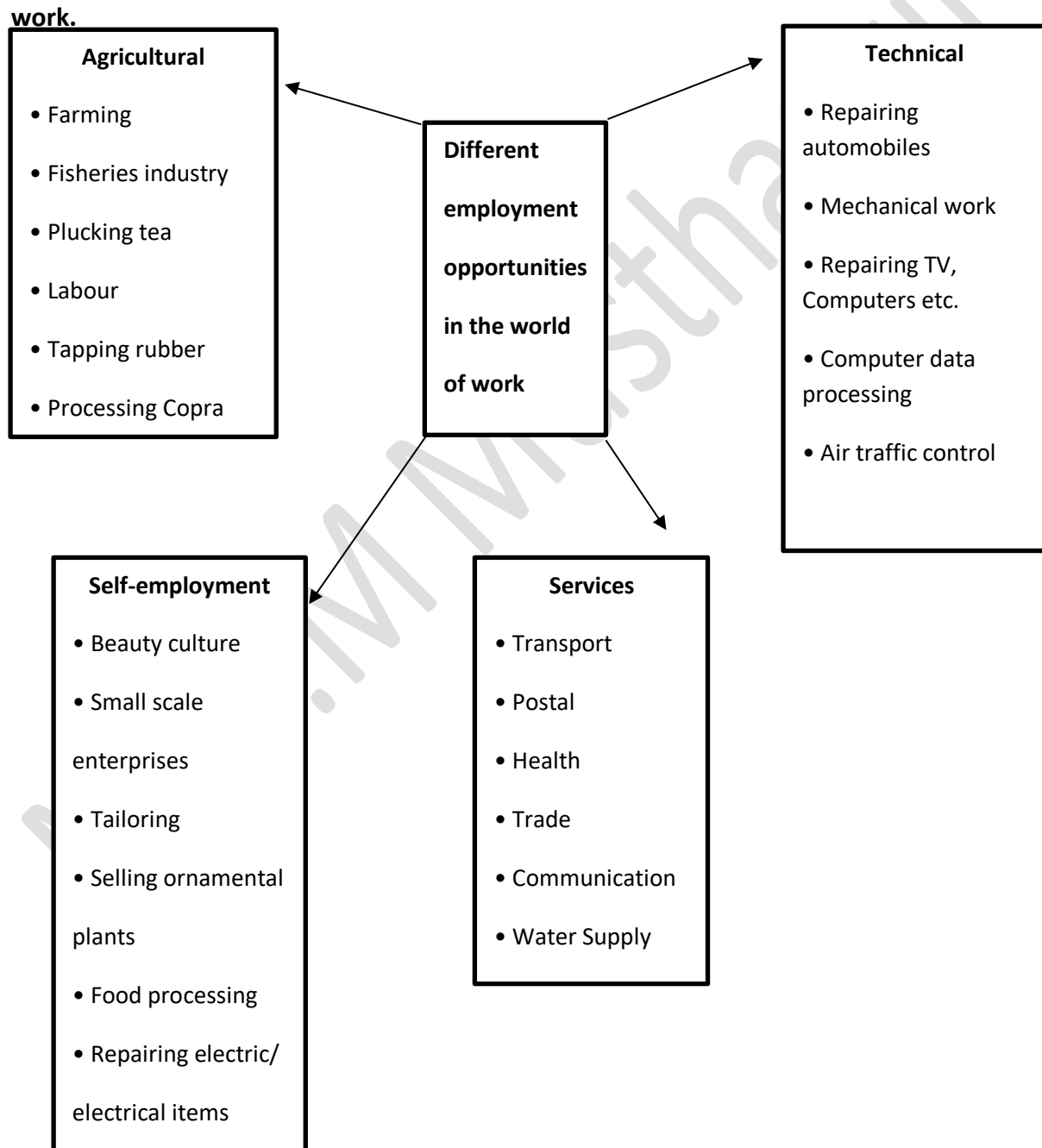
- ❖ Hence, in winning challenges, the confidence that “I Can” is very important. For example, more than 50% of our school children fail annually in Mathematics and in English. Most of the children who fail, cultivate the negative concepts like “very difficult”, “I cannot”, “I cannot remember”, “I cannot do maths”, “I can’t speak English” and as they engross in these thoughts frequently and continuously, they are subjected to fail examinations eventually. Yet, they foster positive thoughts, like “I can do maths well” or “I can speak English fluently”, to eradicate the overcoming negative thoughts, the challenge of examinations is positive. Accordingly, there are solutions to win any problem or challenge.

19. Write some ways of using problems and challenges to make life a success?



01. Write 02 definition for the term " World of Work"?

- ❖ The world of work is the chances of those who are already occupied or expect to be occupied"- (Rooney, 2001)
- ❖ "Employment opportunities available or people can join in relevant fields in farms. and industries"- (Soanes, 2004)

02. Mention different field of employment and employment opportunities in the world of work.

03. Write 04 benefits that you can get by doing employment?

- ❖ Developing personality
- ❖ Increasing Self respect
- ❖ Getting salary
- ❖ Social recognition



04. Write some employments in a garments factory.

- ❖ In a garment factory, many are employed as: managers, clerks, technicians, security personnel, canteen workers, electricians, plumbers, foremen, drivers, transport helpers, quality controllers, etc. in addition to the machine operators.

05. Write some varieties at regional level and resources.

- ❖ Nuwara Eliya - Vegetable and Flower cultivation
- ❖ Galle, Matara - Fishing Industry
- ❖ Anuradhapura - Paddy Cultivation
- ❖ Weweldeniya - Rattan Industry
- ❖ Kajugama - Trade in Cashew
- ❖ Rathnapura - Gem Industry



06. Write some traditional occupation with region.

- ❖ Pilimalalawe - Brass industry
- ❖ Ambalangoda - Masks and puppets
- ❖ Molagoda - Clay products



07. Write the types of field of occupation.

- ❖ Government and Semi Government sector
- ❖ Private sector
- ❖ Self-employment

08. Define the term "job"?

- ❖ If a payment is done for something we are doing.

09. Labor is divided into two, what are they? And write some examples.

- ❖ **Occupations that require more mental labor**
(Doctors, Engineers, Teachers, Administrators)
- ❖ **Occupations that require more physical labor**
(Farmers, Labourers, Sanitary workers, Carpenters Masons, porters etc.)



10. What is “dedication”?

- ❖ Performance of one’s duty with willingness and happiness is dignity of labour.

11. Write some jobs that are needed special skills with special trainings.

- ❖ Engineer
- ❖ Doctor
- ❖ Teachers
- ❖ Lawyers

12. Mention 04 things that are considered to select a job?

- ❖ nature of the job, uniform, and the salary.

13. “Why do people work”? What is the answer given by Jhon Foster and Simo Foster?

- ❖ Working with others helps earn money, to get experience, to gather qualifications, to give benefits to the society, to do something desired and for time management.

14. Write 04 benefits that can be gained in working with dignity to the “ employer”?

- ❖ Raising reputation of the organization
- ❖ Promoting public appreciation towards the organization
- ❖ Ability to work with other competitive organizations.
- ❖ Increasing motivation among the employees

15. Write 04 benefits that can be gained in working with dignity to the “ employee”?

- ❖ Dignity in their occupation
- ❖ Desire to learn more about the occupation.
- ❖ Job satisfaction and contentment
- ❖ Work for the organization devotedly

16. Write 04 benefits that can be gained in working with dignity to the “ customer”?

- ❖ Ability to be fulfilled their requirements easily.
- ❖ Witnessing social efficiency
- ❖ Balancing emotions
- ❖ Cultivating loyalty towards the organization



17. Give 04 needs that must be fulfilled for social progression?

- ❖ Basic needs of man (food, housing, clothes, etc.)
- ❖ Infrastructure facilities (water, electricity, telephones, roads, etc.)
- ❖ Opportunities to spend leisure profitably.
- ❖ Maintenance of security and peace

18. What is “salary”?

- ❖ Benefit received for one's labour is called the salary.

19. What is “labour”?

- ❖ Contributions provided by people to complete any work qualitatively is termed.



20. Write the types of labour?

- ❖ **Physical labour**- Occupations that require more physical energy.
Driving, farming, lifting heavy loads, tea plucking and occupations in the industrial field.
- ❖ **Mental labour**- Professions that require more brain (mind) work.
- ❖ Jobs in the fields of medical, legal, engineering, planning, teaching, administration etc.

22. Write the 02 ways for training for employment with example?

- ❖ **Pre-Service Training** - Training given prior to recruitment.
e.g., Training given in Technical Colleges on house wiring, teacher training given at Colleges of Education.
 - ❖ **In-service Training** - Training given after recruitment.
e.g., Setting to work under a trainer in repairing automobile, special training given to professionals like physicians, teachers, etc. from time to time while in service.
- ✓ They are classified according to the occupation done. Working in factories, masonry, etc. are called **blue collar jobs**.
 - ✓ White collar workers are found in offices or in the field of administration. They do **white collar jobs**.

23. Write some institutes that offer vocational training.

- ❖ Vocational Training Authority
- ❖ National Apprenticeship Board
- ❖ National Youth Council
- ❖ Technical Colleges
- ❖ Higher Technical Institute
- ❖ Vidatha Centres



24. Write 04 courses offered by them.

- ❖ Electrical Technician
- ❖ Plumber
- ❖ Woodworker
- ❖ Draftsmanship
- ❖ Computer



25. Mention 04 private sectors that are provided vocational training course.

- ❖ Private Technical Colleges
- ❖ Institutions providing courses on maneuvering heavy vehicles.
- ❖ Institutions providing courses on beauty culture, food processing, etc.
- ❖ Computer training institutions

26. What is the major factor in the development of a country?

- ❖ Labour force is the major factor in the development of a country.

27. Write some good qualities of a good worker.

- ❖ Sensitivity
- ❖ Sociability
- ❖ Politeness
- ❖ Inquisitiveness
- ❖ Punctuality
- ❖ Responsibility



28. Write 04 other characteristic that a worker must possess.

- ❖ Reporting to work on time
- ❖ Staying the whole period on duty at the place of work, dedication
- ❖ Working with job satisfaction
- ❖ Fulfilling duties and responsibilities

29. What you mean by the term "place of work"? And give some examples.

- ❖ The place of work can be introduced as the place where the world of work becomes active or it is the place where employees perform their duties.
- ❖ e.g., Physician - Hospital
- ❖ Teacher - School
- ❖ Machine Operator - Factory

30. Mention some competencies that have been lined up by Craig D. Jerald according to their

Importance expected from the employee.

- ❖ Critical thinking and problem solving
- ❖ Using information technology
- ❖ Group activities and co-operation
- ❖ Creativity and being innovative towards new production.

31. Write 04 several expectations that are expected from employees in the place of work.

- ❖ Maintain the appearance of the workplace properly.
- ❖ Punctuality
- ❖ Work on time
- ❖ Dedication towards the development of the workplace

32. Write some regulations that can be imposed to protect the rights of the employees.

- ❖ Act of Employee's Provident Fund
- ❖ Act of Employee's Trust Fund
- ❖ Act of employing women, youths, and children.
- ❖ Act of employing women in the mining industry.

33. Write 04 rights of the workers?

- ❖ Working with dignity
- ❖ Fulfilling basic needs
- ❖ Safety in the place of work
- ❖ Clean and pleasant place of work

34. Write 04 duties of the workers?

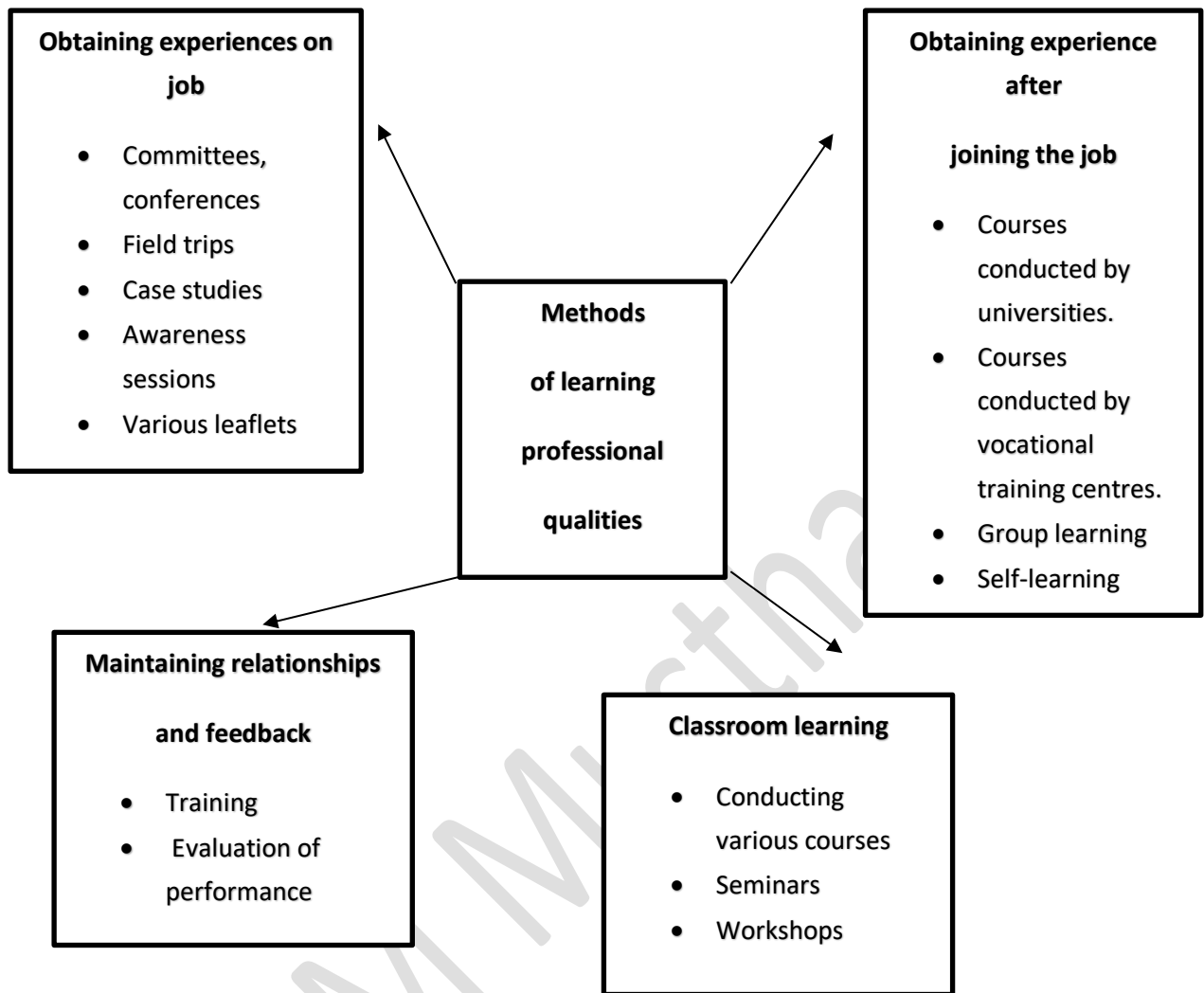
- ❖ Reporting to work on time
- ❖ Maintaining personal appearance to match the occupation.
- ❖ Keeping a good behavior
- ❖ Working hard

35. Write 04 characteristics to be improved by the employee himself?

- ❖ Working in group sense
- ❖ Ability to work in different languages.
- ❖ Improvement of leadership qualities
- ❖ Skills in analyzing.



36. Write some methods of learning professional qualities with example.



37. Who is customer?

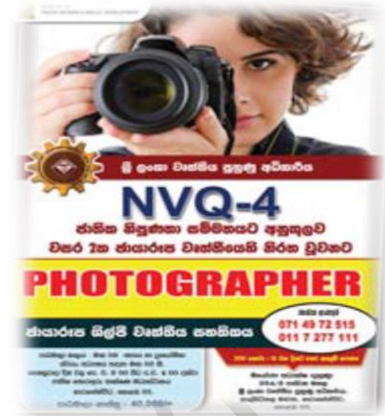
- ❖ Customer is the person who obtains service from an institute. Satisfaction of the customer about the service obtained leads to the development of an institute.

38. How can you understand the certificates of customer's satisfaction?

- ❖ receiving the letters of commendations organizing the functions of appreciation, giving publicity to that institute, etc. are the certificates of customer satisfaction.

39. Write some strategies that have been shown in 2013 Jerry Gregoire about making customers. Satisfied.

- ❖ Treat customers as your boss.
- ❖ Evaluate the customer satisfaction.
- ❖ Build confidence in customers.
- ❖ Correct the mistakes committed by customers.
- ❖ List out the expectations of customers.
- ❖ Observe and identify the customers correctly.
- ❖ Do the business through e mails.
- ❖ Communicate with customers through social websites.
- ❖ Avoid giving false information to customers



40. Write some other strategies that are identified to satisfy the customers.

- ❖ Maintaining frequent accountability, holding live discussions, quick response, offering positive experiences, offering personal help, thinking at customers' point of view, listening to the customers, treating customers the way you are satisfied.

41. Lot of peoples like these jobs. What are they? What are the reasons for that?

- ❖ When we study the world of work, we find that most of the people prefer engaging in professions like practicing medicine and engineering as higher income and social recognition could be obtained through them. Accordingly, income is one of the principal factors in the world of work.

42. Write some advantages that are affected an institution according to the employee's income.

- ❖ Increase the efficiency of the employee.
- ❖ Satisfaction of the employee
- ❖ Minimizing the wastage or destruction of resources
- ❖ Decrease the corruption and theft of the workers.
- ❖ Become loyal to the institute.

43. Write some disadvantages that are affected an institution according to the employee's income.

- ❖ Increase in taking leave.
- ❖ Delay of work.
- ❖ Occurrence of various struggles.
- ❖ Revealing the institutional information to outsiders.
- ❖ Motivation towards theft.
- ❖ Vacate the service after short terms.
- ❖ No enthusiasm for the i improvement of the institute.



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Purpose - I expect this Grade 08 Civic Education Self-study Book is designed to learn their lessons easily to my beloved students.

I think it's an easy way to study your lessons.

Thank you....