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இலங்கை அபிவிருத்தி நிர்வாக நிறுவகம்
SRI LANKA INSTITUTE OF DEVELOPMENT ADMINISTRATION



**Second Efficiency Bar Examination for Officers of Sri Lanka
Administrative Service – 2020 (II)**

Time: 03 Hours

**Proficiency in the Link Language (English)
(17)**

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- Answer All Questions.

Task 1

Read the following five passages and answer the questions using the given space under each passage.

I. Telecommuting, or working remotely, has become increasingly popular, allowing employees to work from home or other locations outside the traditional office. This arrangement offers flexibility, reduces commuting time, and can lead to a better work-life balance. Telecommuting also benefits organizations by reducing overhead costs and allowing access to a wider talent pool. However, it requires effective communication and self-discipline, as the lack of face-to-face interaction can sometimes lead to misunderstandings or feelings of isolation. As technology advances, telecommuting will likely remain a significant option for many organizations.

a. Name two benefits of telecommuting for employees.

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b. What challenges might telecommuters face, according to the passage?

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II. Going on a safari can be a thrilling adventure, allowing people to experience wildlife in its natural habitat. Safaris offer a unique chance to observe animals up close, often in stunning landscapes, which can be an unforgettable experience. This form of travel also contributes to local economies and helps fund conservation efforts. However, safaris have some downsides, including high costs and potential environmental negative impacts if not managed responsibly. The influx of tourists can disturb wildlife and their habitats. Choosing eco-friendly safari operators can help reduce these issues and ensure that safaris remain a sustainable form of travel.

a. Name two advantages of going on a safari.

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b. Name one disadvantage of safaris mentioned in the passage.

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III. Sports play a significant role in promoting both physical and mental well-being. Regular physical activity through sports helps improve cardiovascular health, strengthens muscles, and boosts overall fitness. Mentally, sports encourage discipline, resilience, and teamwork, which can improve self-confidence and reduce stress. Engaging in sports also releases endorphins, which are natural mood lifters, helping to combat anxiety and depression. Beyond individual benefits, sports foster social connections and a sense of community, offering a supportive environment. Whether as a hobby or a profession, sports are an effective way to enhance both body and mind.

a. What are two physical benefits of engaging in sports?

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b. How does participating in sports affect mental health?

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IV. Saving money is important for everyone, including young people, as it provides financial security and opens opportunities in the future. By saving early, young people can build a habit that helps them achieve long-term goals like education, buying a home, or starting a business. Additionally, having savings can protect against unexpected expenses, reducing the need to rely on debt. Saving also promotes responsible spending habits and financial independence, which are crucial for a stable future. Although it may seem challenging, even small amounts saved regularly can grow over time, making a significant difference later in life.

a. Write two benefits of saving money from a young age.

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b. How can saving early contribute to financial stability?

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V. Some people believe that technological development helps decrease crime by improving security and law enforcement capabilities. Surveillance cameras, data analysis, and tracking devices aid in monitoring criminal activities, making it easier to catch offenders. However, others argue that technology also encourages crime by providing new ways for criminals to operate, such as cybercrime, identity theft, and online scams. The internet and advanced devices can sometimes be misused to access personal information or hack systems. As technology continues to evolve, its role in crime prevention and crime facilitation remains a subject of debate among experts and the public.

a. How does technology help in reducing crime, according to some people?

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b. What are two ways technology can encourage crime, as mentioned in the passage?

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(2X10=20 Marks)

Task 2

Fill in the blanks with the words given in the box below.

ambitious, despite, thought, ending, been, proactive, responsibility, certainly, peacekeeping, powerless, supporting, create, idealistic, mandate, valuable, always, being

- Sonali** : Hey, have you guys ever (1) of the impact of the United Nations Organization? I mean, it's (2) around since 1945, but I wonder how effective it's really been.
- Vijith** : Good question, Sonali! The UNO was created to prevent another world war and to promote peace, which is a huge (3). I think the UN has done well with (4) in many regions and has supported a lot of humanitarian aid efforts. Remember the UN's work with refugees and disaster relief. They have saved countless lives.
- Clarence** : True, but it's not without its challenges. Sometimes the UN seems (5) in the face of conflicts, especially when major countries have disagreements in the Security Council. One country can veto a decision, which means the UN can't (6) act even if it wants to.
- Sonali** : That's right. The veto power can be frustrating because it stops the UN from being more (7), but, I think people often underestimate the UN's role in development and global health. Agencies like UNICEF and WHO do crucial work, from (8) children's rights to fighting diseases like malaria.
- Vijith** : Absolutely. Plus, the UN's Sustainable Development Goals are pretty (9). They're aiming for things like (10) poverty and ensuring quality education for all. It might sound (11), but even setting those goals makes a difference. It gives countries something to strive for and measure progress against.
- Clarence** : I agree. The UN isn't perfect, but no organization with such a broad (12) could be. It's not easy bringing together nearly 200 countries with different priorities and resources. I think it's still a (13) platform for collaboration, even if there are ups and downs.
- Sonali** : Well said. (14) the challenges, I think we're better off with the UN than without it. It might not solve every problem, but it (15) brings nations together, which is a big step toward peace and progress.

(1X15 = 15Marks)

Task 3

Following is an extract of a discussion at a meeting.

- Mr. Surasena (Director/Admin)** : Thank you all for coming. We're here to discuss some recurring issues with our janitorial service. I've received complaints about unclean restrooms, missed waste collections, and low stock of supplies. This has been unpleasant for our staff. So, we need to address it.
- Ms. Muditha (Director/Transport)** : I agree, Mr. Surasena. I've noticed that some areas, especially high-traffic zones, aren't cleaned as frequently as they should be. It's creating a poor impression for both employees and visitors. I'm not sure if the janitorial team is following the cleaning schedule?
- Mr. Surasena** : That's a good point. The team claims they are, but based on complaints, it's clear that something isn't right. Perhaps, we should evaluate their schedule and check if it matches our needs. High-traffic areas may need more frequent attention.
- Mr. Danapala (Director/Supplies)** : Another issue is that supplies like hand soap and paper towels often run out. I've heard from several employees that they have to notify someone when supplies run-out. Can we ensure that restocking happens consistently, or possibly find a better way to monitor inventory?
- Mr. Surasena** : Absolutely. I'll speak with the janitorial supervisor to set up a tracking system so supplies are checked and restocked regularly. We may also need to manage the inventory to prevent shortage.
- Ms. Muditha** : That sounds good. One last concern – I think we should provide feedback directly to the janitorial team. They need to understand the impact their work has on the rest of the staff.
- Mr. Surasena** : Agreed. Let's schedule a meeting with the team to discuss these issues and our expectations. If we work together, I believe, we can improve service quality. Thanks, everyone, for the feedback. I'll follow up with updates in the next meeting.

- I. Write down the agenda of the meeting. (05 Marks)
- II. Compose the minutes of the meeting in the following format. (10 Marks)

Format

Agenda Item No.	Matters discussed	Decision taken	Responsibility	Follow up

Task 4

Write a letter on the following situation.

You have been asked to draft a letter appointing members to the procurement committee to purchase office furniture for your office. Assume that you are using a letterhead for this purpose and draft the letter to appoint the Chairman of the Procurement Committee. (20 Marks)

Task 5

Write an essay of five paragraphs in not less than 300 words on any one of the following topics.

1. The Impact of Social Media on Mental Health
2. Climate Change and Its Effects on Global Ecosystems
3. The Role of Artificial Intelligence in Future Employment
4. Should Governments Regulate Fast Food Advertising?

(30 Marks)
