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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(I)**

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.

1. In recent years, technology has revolutionized the way we work. Remote work and flexible schedules are becoming increasingly common, and many businesses are adopting digital tools to streamline their operations. However, this shift also raises concerns about job security and the impact on traditional office culture.

A. According to the passage, what has technology revolutionized?

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B. Name two (02) things that have recently become a trend.

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2. Climate change is a pressing global issue. Rising temperatures, melting ice caps, and extreme weather events are all evidence of this crisis. To combat climate change, individuals and

governments must take proactive steps, such as reducing carbon emissions, transitioning to renewable energy sources, and protecting natural habitats.

A. Name one proactive step mentioned in the passage to combat climate change.

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B. What are some consequences of climate change mentioned in the passage? Provide at least two.

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3. I recently embarked on a solo trip to Italy. The picturesque landscapes and vibrant culture made it an unforgettable experience. While in Rome, I visited the Colosseum and marveled at its grandeur.

A. What was the main attraction in Rome that the author visited?

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B. How did the author feel about the trip to Italy?

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4. The rapid advancement of technology had transformed our lives. Smartphones, for instance, have become indispensable tools for communication and productivity. However, concerns about privacy and screen addiction have also arisen.

A. How has technology, particularly smartphones, changed our lives, according to the passage?

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B. Name two adverse effects of technology mentioned in the passage?

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5. Maintaining a healthy lifestyle involves a balanced diet and regular exercise. Many people underestimate the benefits of daily physical activity, which include increased energy levels and improved mental well-being.

A. Name two essentials for a healthy lifestyle as given in the passage.

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B. Name one benefit of regular physical activity 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.

spent, challenge, yearning, daring, tourists, planning, leopard, roaming, together, exploring, fantastic, forward, catch up, amazing, awesome,

- Sujith** : Hey Vihara, how was it? I heard you recently went on a trip to Horton plains.
- Vihara** : Oh, it was! Horton Plains is such a wonderful place. I had been to make it for a long time.
- Sujith** : That sounds! What did you do there?
- Vihara** : Well, we had a camp there and two nights. We also could see wild animals at night.
- Sujith** : That sounds great! Did you face any during the trip?
- Vihara** : Yes, there were a few. One day, we saw a cub lost in the plains and we tried to catch it. But its mother had been following the cub and nearly attacked us.
- Sujith** : It's always when you come across unexpected situations. Did you meet any interesting people during your trip?
- Vihara** : Yes, I did! We met a group of from Russia who were also camping and Horton Plains. We ended up camping and became good friends.
- Sujith** : That's wonderful! Traveling can really be great when there are people together. So, what's your next trip? Any plans for another adventure?
- Vihara** : Absolutely! I'm already my next trip. I want to visit Wilpattu and spend at least two nights there. It's on top of the list!
- Sujith** : Wow, that sounds like a plan. I hope your next trip is going to be even more adventurous than the last one!
- Vihara** : Thank you. I'm looking to it. And when I'm back, we should definitely and talk over all our travel stories.
- Sujith** : Definitely! I can't wait to hear about your new adventure.

(1X15 = 15Marks)

Task 3

Following is an extract of a discussion at a meeting.

- John** : Good morning, everyone. Thank you for joining today's meeting to discuss the progress of our project. Let's begin with the status update. Emily, would you like to start?
- Emily** : Certainly. The marketing team has been working diligently to implement our digital marketing strategy. We've seen a 20% increase in website traffic and a 15% rise in social media engagement over the past month.
- David** : That's great. On the development side, our team has completed 70% of the project milestones. We are on track to meet the deadlines.
- Sarah** : The design team has been working closely with development team. Our designs are integrated smoothly, and we've received positive feedback from the client.
- Michael** : From a financial perspective, our expenditure is within the allocated budget. We've been managing costs effectively.
- Anna** : Thank you all for your updates. I'm impressed with the progress so far. However, the client has expressed a concern about the project's timeline. Is there any risk of delay?
- John** : We're monitoring the timeline closely, and based on the current progress, we should meet the agreed-upon deadlines. However, we'll continue to assess and communicate any potential risks promptly.
- Anna** : Excellent. Let's ensure open communication with the client and address any concern promptly. Thank you all for your hard work.
- John** : Thank you, Anna. That concludes our progress update. Please continue to work collaboratively, and Let's meet again in two weeks to assess the project's status. Meeting adjourned.

- 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

- a) John - Project Manager
- b) Emily - Marketing Team Lead
- c) David - Development Team Lead
- d) Sarah - Design Team Lead
- e) Michael - Finance Team Lead
- f) Anna - Client Representative

Task 4

Select one of the following situations and write a letter.

- A. You recently purchased a product (describe the product) that turned out to be defective. Write a formal letter of complaint to the customer service department of the company. Your letter should include:

Your name and contact details.

The date.

The company's name and address

A formal salutation

A clear description of the issue with the product, including when and where you purchased.

Mention of any attempt you have made to resolve the issue previously.

A request for a solution, such as a replacement, repair, or refund.

A reasonable timeframe for the company to respond or resolve the issue.

A closing paragraph expressing your hope for a swift resolution.

A formal closing and your signature.

- B. Write a formal invitation letter to a business colleague inviting them to a professional conference or seminar. Your letter should include:

Your name and contact details.

The date.

The recipient's name and address.

A formal salutation.

The purpose and details of the event, including dates, venue, and agenda

Special guests or keynote speakers.
Information about registration or RSVP process.
Mention accommodation or travel arrangements if applicable.
A closing paragraph expressing your anticipation of their attendance.
A formal closing and your signature.

(20 Marks)

Task 5

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

- a) Impact of Technology on Society
 - I. Discuss the positive and negative effects of technology on modern society. Provide examples to support your arguments.
- b) Importance of Environmental Conservation
 - I. Explain the reason why it is crucial to protect the environment and discuss practical steps individuals and government can take
- c) Benefits and drawbacks of social media
 - I. Analyze the advantages and disadvantages of using social media platforms like Facebook, Twitter and Instagram. Include your personal observations and experiences.
- d) Role of education in personal and career development
 - I. Explore how education contributes to personal growth and career success. Discuss the skills and knowledge that are essential in Today's world.
- e) Influence of Literature on society
 - I. Write about how literature, including books and poetry, can shape cultural values and inspire change. Provide examples from well-known literary works.
- f) Impact of Globalization on culture
 - I. Discuss how globalization has influenced culture, including language, food, and traditions. Examine both the positive and negative aspects of this phenomenon.

(30 Marks)
