

Department of Examinations - Sri Lanka
G.C.E. (O/L) Examination - 2018

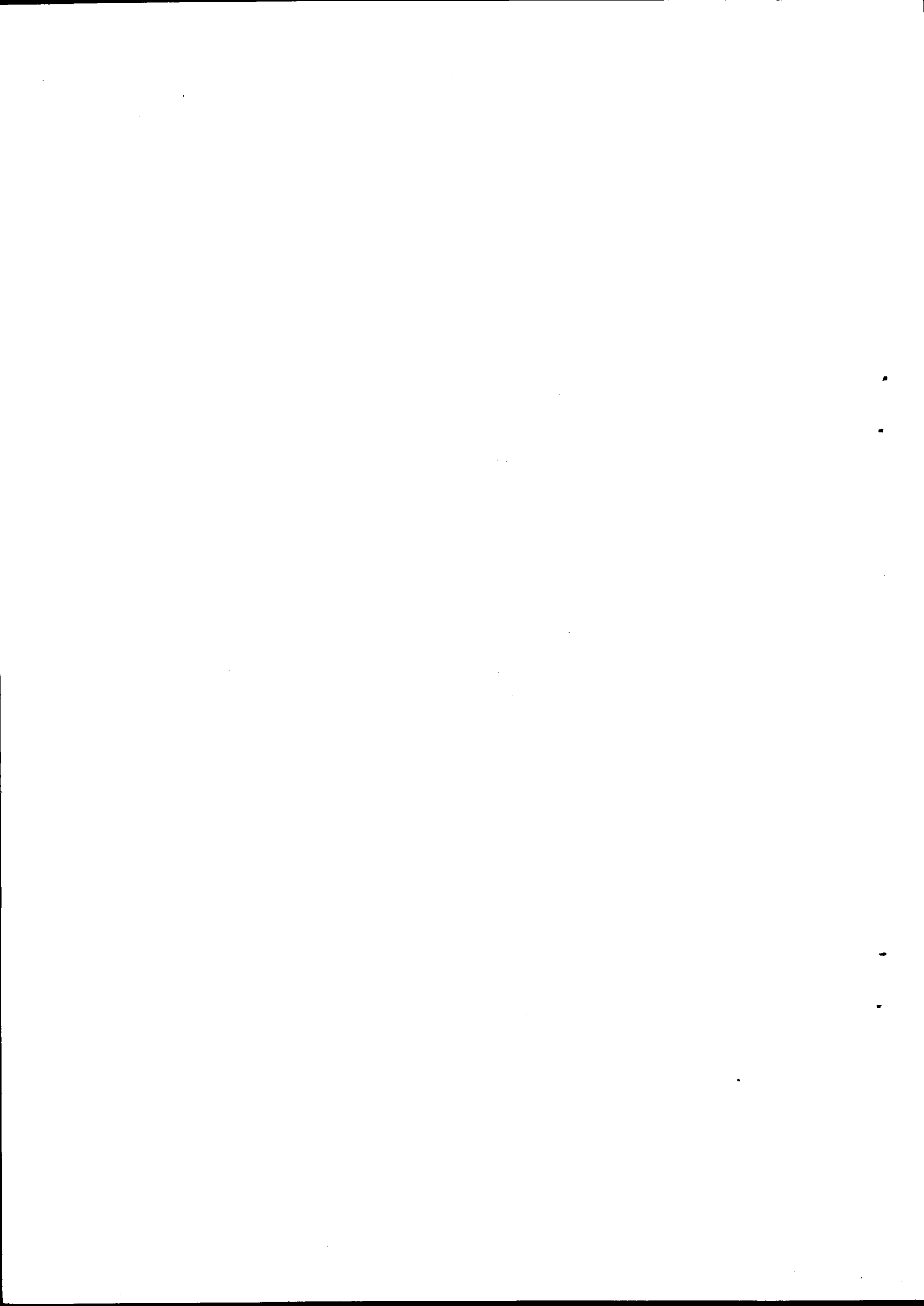
62 - Civic Education

Marking Scheme



This document has been prepared for the use of Marking Examiners. Some changes would be made according to the views presented at the Chief Examiners' meeting.

Amendments to be included



G.C.E.(O/L) Examination – 2018**62 – Civic Education I,II****Final Calculations of Marks****Paper I****Question No 01 – 40 (01 x 40)****40 Marks****Paper II****Five questions should be answered including question one and any four questions**

Question		Marks	
01		20 Marks	
02		10 Marks	} 04 Questions 10 x 4 = 40 Marks
03		10 Marks	
04		10 Marks	
05		10 Marks	
06		10 Marks	
07		10 Marks	
Paper I		40 Marks	
Paper II	20 + 40	60 Marks	
	Total	<u>100 Marks</u>	

Common Techniques of Marking Answer Scripts.

It is compulsory to adhere to the following standard method in marking answer scripts and entering marks into the mark sheets.

1. Use a red color ball point pen for marking. (Only Chief/Additional Chief Examiner may use a mauve color pen.)
2. Note down Examiner's Code Number and initials on the front page of each answer script.
3. Write off any numerals written wrong with a clear single line and authenticate the alterations with Examiner's initials.
4. Write down marks of each subsection in a \triangle and write the final marks of each question as a rational number in a \square with the question number. Use the column assigned for Examiners to write down marks.

Example: Question No. 03

(i)	✓	\triangle $\frac{4}{5}$
(ii)	✓	\triangle $\frac{3}{5}$
(iii)	✓	\triangle $\frac{3}{5}$

03	(i) $\frac{4}{5}$ +	(ii) $\frac{3}{5}$ +	(iii) $\frac{3}{5}$ =	$\frac{10}{15}$
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MCQ answer scripts: (Template)

1. Mark the correct options on the template according to the Marking Scheme. Cut off the marked windows with a blade. Cut off the cages for Index Number and the number of correct options so as to be able to keep the template correctly on the answer script. Cut off a blank space to the right of each options column to mark the answers. Submit the prepared template to the Chief Examiner for approval.
2. Then, check the answer scripts carefully. If there are more than one or no answers Marked to a certain question write off the options with a line. Sometimes candidates may have erased an option marked previously and selected another option. In such occasions, if the erasure is not clear write off those options too.

3. Place the template on the answer script correctly. Mark the right answers with a 'V' and the wrong answers with a 'X' against the options column. Write down the number of correct answers inside the cage given under each column. Then, add those numbers and write the number of correct answers in the relevant cage.

Structured essay type and assay type answer scripts:

1. Cross off any pages left blank by candidates. Underline wrong or unsuitable answers. Show areas where marks can be offered with check marks.
2. Use the right margin of the overland paper to write down the marks.
3. Write down the marks given for each question against the question number in the relevant cage on the front page in two digits. Selection of questions should be in accordance with the instructions given in the question paper. Mark all answers and transfer the marks to the front page, and write off answers with lower marks if extra questions have been answered against instructions.
4. Add the total carefully and write in the relevant cage on the front page. Turn pages of answer script and add all the marks given for all answers again. Check whether that total tallies with the total marks written on the front page.

Preparation Of Mark Sheets.

Except for the subjects with a single question paper, final marks of two papers will not be calculated within the evaluation board this time. Therefore add separate mark sheets for each of the question paper. Write paper 01 marks in the paper 01 column of the mark sheet and write them in words too. Write paper II Marks in the paper II Column and right the relevant details. For the subject 43 Art, marks for Papers 01, 02 and 03 should be entered numerically in the mark sheets.

For subjects 21 Sinhala language and literature and 22 Tamil Language and literature, paper I marks once entered numerally should be written in words. For the papers II and III enter the detailed marks separately and put the total in each paper in the relevant column.

Final marks for paper I, paper II or paper III should always be rounded up to the nearest whole number and they should never be kept as decimal values.

සියලු ම හිමිකම් ඇවිරිණි / முழுப் பதிப்புரிமையுடையது / All Rights Reserved

ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව ශ්‍රී ලංකා විභාග දෙපාර්තමේන්තුව
 Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka Department of Examinations, Sri Lanka
 62 E I, II

අධ්‍යයන පොදු සහතික පත්‍ර (සාමාන්‍ය පෙළ) විභාගය, 2018 දෙසැම්බර්
 கல்விப் பொதுத் தராதரப் பத்திர (சாதாரண தர)ப் பரீட்சை, 2018 டிசெம்பர்
 General Certificate of Education (Ord. Level) Examination, December 2018

පුරවැසි අධ්‍යාපනය I, II
 குடியியற் கல்வி I, II
 Civic Education I, II

12.12.2018 / 0830 - 1140

ආයු කාලය
 மூன்று மணித்தியாலம்
 Three hours

අමතර කියවීමේ කාලය - මිනිත්තු 10 යි
 மேலதிக வாசிப்பு நேரம் - 10 நிமிடங்கள்
 Additional Reading Time - 10 minutes

Use additional reading time to go through the question paper, select the questions and decide on the questions that you give priority in answering.

Civic Education I

Note :

- 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 (X) 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.

- What is the term used to identify the essential basic requirements of man?
 - Wants
 - Goods and services
 - Needs
 - Products
- The main legal officer in Sri Lanka is
 - The Chief Justice.
 - The Minister of Justice.
 - The Attorney General.
 - The Ombudsman.
- Select the answer that includes only the unitary countries.
 - Great Britain, Japan, France, The United States of America
 - Japan, Nepal, France, Sri Lanka
 - India, Sri Lanka, Great Britain, France
 - The United States of America, India, Japan, France
- A modern method used to measure development is
 - Gross National Product.
 - The Individual Gross National Product.
 - Human Development Index.
 - Rate of Economic Development.
- Select the answer that includes only the developing countries.
 - Norway, Japan, Bangladesh, Canada
 - India, Somalia, Ethiopia, Sierra Leone
 - Belgium, Myanmar, France, Germany
 - Nepal, Australia, Sweden, The United States of America
- A problem in implementing a system of direct democracy is
 - the existence of different parties.
 - the population of a country being very large.
 - holding the elections in due time.
 - the disparity in the income of the citizens.
- A country with a single party system is
 - Great Britain.
 - The United States of America.
 - China.
 - Australia.

8. In a democratic state, the power of the people is known as
 (1) Inalienable right. (2) Legal right.
 (3) Universal franchise. (4) The supremacy of the law.
9. In comparing the other international and regional organizations with the SAARC Organization, the cause for the weak level of relationship amongst the SAARC member countries is seen in
 (1) the different religious and cultural characteristics among the member countries.
 (2) the member countries being constantly subject to natural disasters.
 (3) the lowest literacy levels.
 (4) being subject to the influence of internal political upheavals and war situations.
10. Select the answer carrying the moral duties associated with rights.
 (1) Paying the taxes levied by the state (2) Conserving the environment
 (3) Acting according to the Constitution (4) Protecting public property
11. The Chief Minister of a Provincial Council in Sri Lanka is appointed by
 (1) the President. (2) the Governor.
 (3) the Prime Minister. (4) the Speaker.
12. The complaint by a citizen regarding the deprivation of fundamental rights due to the action of an administrative ruling in Sri Lanka should be made to,
 (1) the Ombudsman. (2) the Attorney General.
 (3) the President. (4) the Chief Justice.
13. "The procedural actions accepted and agreed upon" by the people of a country are known as
 (1) etiquette. (2) customs and taboos.
 (3) culture. (4) the society.
14. A characteristic of a citizen in a multi-cultural society is
 (1) respecting the cultures of others. (2) respecting the culture of the majority.
 (3) embracing the religions of the others. (4) conducting inter-marriages.
15. What is not a result of climatic change?
 (1) The rising of ocean levels. (2) The occurrence of the influence of El Niño.
 (3) The occurrence of Tsunami. (4) The rising of the atmospheric heat levels.
16. The main characteristic of a National State is
 (1) the parliament. (2) the legislative.
 (3) the government. (4) the jurisdiction.
17. A special characteristic that can be observed in decentralizing power is
 (1) building unity amidst variety.
 (2) the existence of a written constitution.
 (3) the possibility of reverting power at any moment.
 (4) all decisions being taken by the Central Government.
18. A duty that is not a part of the duties of the Provincial Councils of Sri Lanka is
 (1) building by-roads. (2) putting up and maintaining public toilets.
 (3) putting up small schools in the area. (4) maintaining common reading rooms.
19. Conflicts arising out of internal and external causes of the individual are known as
 (1) tribal conflicts. (2) conflicts arising out of political stances.
 (3) conflicts arising within individuals. (4) conflicts arising upon social factors.
20. What is the age limit that defines 'a child', according to the UN Convention of Child Rights?
 (1) Below 18 years (2) Below 16 years
 (3) Below 15 years (4) Below 14 years
21. A positive effect that Sri Lanka has faced due to globalization is
 (1) the diversification of the economy.
 (2) the acceleration of the brain drain.
 (3) the destruction of the local primary industries.
 (4) having to depend on foreign aid.

22. What is the name given to the main document that carries the fundamental rights of a citizen in a country?
- (1) The convention of Human Rights (2) The Constitution
(3) The Penal Code (4) The concurrent list
23. Select the **false** expression regarding Fundamental Rights.
- (1) All human rights are Fundamental Rights.
(2) All human rights are not Fundamental Rights.
(3) When Fundamental Rights are infringed, legal support can be obtained.
(4) What is not included in the Constitution are not Fundamental Rights.
24. Select the answer that gives a cause for the breakdown in the social equity of a country.
- (1) The non politicization of the public service.
(2) The scarcity of economic and human resources.
(3) The public service being efficient.
(4) The rise of bribery and corruption.
25. A characteristic of a transformational economies is that
- (1) both private sector and state entrepreneurship are seen.
(2) the rights of production factors belong to the private sector.
(3) action is taken to liberalise aid and relax price control.
(4) privatization of public enterprises that makes losses.
26. What is the country that has **not** given precedence to religion in the constitution?
- (1) Sri Lanka (2) Pakistan (3) India (4) Bangladesh
27. Select the answer that gives the occasions where mediation and bargaining are much used.
- (1) Industrial disputes, estate labour disputes
(2) Private disputes, employee disputes
(3) Private disputes, state disputes
(4) Property disputes, family disputes
28. What are the two main forms of government?
- (1) Presidential and Parliamentary States. (2) Dictatorship and Democratic States.
(3) Unitary and Federal States. (4) National and Provincial States.
29. Select the most correct statement as regards the International Labour Organization (ILO).
- (1) Started independently and later works in affiliation with the Association of Nations
(2) Started independently and later works in affiliation with the United Nations' Organization
(3) Works being started by the General Assembly of the United Nations
(4) Works independently of the United Nations' Organization
30. Social environment means
- (1) a component arisen with no mediation of man.
(2) something built by man.
(3) something built out of physical components.
(4) something built out of interrelationships from among physical components.
31. The Human Rights Committee, to which a complaint can be made, when not satisfied with the final verdict of justice meted out in one's own country, has been established according to
- (1) the International agreement on civil and political rights.
(2) the International agreements on economic, social and cultural rights.
(3) the initial alternative agreement associated with the International agreement on civil and political rights.
(4) the second alternative agreement added on to the International agreement on civil and political rights.
32. Of the constitutional reforms introduced during the British rule, under what constitutional reforms did the Sri Lankans gain most political opportunities?
- (1) The Cole-brooke (2) The Croov-McCallum
(3) The Manning (4) The Donoughmore

33. A significant factor that influences in producing a pattern of democratic rule is
- (1) encouraging non governmental organizations.
 - (2) providing greater power to public employees.
 - (3) criticizing the work of the government party.
 - (4) maintaining an independent media.
34. An important factor that influences a people friendly government being appointed through an election is
- (1) holding an independent and fair election.
 - (2) ensuring the supremacy of the law.
 - (3) the people having an adequate political awareness.
 - (4) everyone having equal rights.
35. Something that is used in international politics by powerful nations to influence weak countries is
- (1) cultural cooperation.
 - (2) educational development.
 - (3) religious customs.
 - (4) international trade.
36. Under which of the following opportunities are the citizens of a country **not** able participate in a democratic system of government?
- (1) Selecting one's representative by using one's vote
 - (2) Coming forward as a representative at the election
 - (3) Providing education, health etc. free of charge
 - (4) Criticizing the conduct of the government
37. Select the answer that carries only the countries which have permanent membership in the United Nations Security Council.
- (1) Japan, China, India, France
 - (2) China, Britain, France, The United States of America
 - (3) The United States of America, Russia, India, Australia
 - (4) Britain, The United States of America, France, Germany
38. The social characteristic a citizen must inculcate in himself in order to minimise conflict is
- (1) the prevention of loss of life.
 - (2) the minimization of mental stress.
 - (3) respecting views of others.
 - (4) developing creative thinking.
39. Select the answer that matches the legal institutes in column A with the cases referred to in column B.
- | A | B |
|------------------------|---|
| 1 - Supreme court | A - Cases related to the safety of the people |
| 2 - Appeals court | B - Cases related to marital matters |
| 3 - High court | C - Cases related to revenue |
| 4 - Magistrates' Court | D - Cases related to petitions on the Presidential election |
| | E - Cases related to murder |
| | F - Cases related to commercial disagreements |
| | G - Cases related to declaration of habeas corpus |
- (1) A,G,B,E (2) B,D,F,G (3) D,G,E,A (4) G,E,F,D
40. Given below are several ways by which the air is polluted.
- A - Eruption of volcanoes
 - B - Transport activities
 - C - Dust storms
 - D - Wild fires
 - E - Use of aeroplanes
- Of the above, select the answer that carries only the natural means
- (1) A,B,E
 - (2) A,C,D
 - (3) B,C,E
 - (4) C,D,E

* *

G.C.E (O/L) Examination – 2018

62 – Civic Education I, II

Objectives of Paper II

- Examine the knowledge of specific facts covering all the units in the curriculum
- Examine the comparative understanding of measures that can be taken to identify the reasons for conflicts and to solve those in a democratic society.
- Examine the knowledge and understanding related to production factors of economic systems, aspects of production and the nature of the production out-puts.
- Examine the knowledge and understanding and attitudes of human rights and their importance.
- Examine the analytical knowledge and understanding of the judiciary system in Sri Lanka and its function
- Examine the investigative knowledge of the need, importance, advantages and disadvantages of the power devolution and decentralization.
- Examine the knowledge and understanding and attitudes related to the power at various strati of the government, duties and responsibilities.
- Examine the duties and attitudes of the state and its citizens on environmental issues and sustainable development
- Examine the knowledge and understanding of the necessity, importance as well as advantages and disadvantages of international relationships.

G.C.E. (O/L) EXAMINATION – 2018**62 - Civic Education****Paper II**

1. (i) Mention **two** sets of individuals to whom special attention was accorded to, in the administration of human rights.
- (ii) Name **two** Zonal Organizations in the world that were created based on military objectives.
- (iii) Write **two** economic support services, man receives through the environment.
- (iv) Write **two** positive characteristics of a competitive party system.
- (v) Name **two** fundamental characteristics of a system of good governance.
- (vi) State the **two** main sections of the law, according to the way the law is put into practice.
- (vii) Write **two** methods which can be followed in resolving conflicts.
- (viii) Name **two** major aspects in the procedure for development to which attention must be paid.
- (ix) Name **two** aspects that Sri Lanka got through the Soulbury Constitution Reforms.
- (x) Mention **two** characteristics that are specific to the Federal System of Switzerland.

(02 × 10 = 20 marks)

(i) Women and Child

(02 Marks)

(ii) NATO (North Atlantic Treaty Organization),
Warsaw (Warsaw treaty Organization)

(02 Marks)

(iii) Materials - Land, Mineral resources, Chemical elements, Timber, Plants
And animal food and drinks

Energy - Solar energy, Fossil Fuel, biogas, geothermal heat,
Hydroelectricity, Wind power

If two main facts or any other two sub facts under main facts. (02 Marks)

(iv)

- Wide Opportunity for representing public opinion
- Prevention of autocracy
- Correction of the unhealthy Policies of a government through criticism
- Provision of the opportunity to represent the diversity that exist in society
- Creation of unity at of diversity
- Increased opportunities for the voters to select

Any two similar reasons (02 Marks)

(v)

- State control and administration free of Corruption and fraud
- Confirmation of freedom and equity
- Respecting the Supremacy of law and Safe Gina riding the independence of the judiciary
- Individuals responsible for the implementation of state control being accountable the public
- Safeguarding and media freedom
- Making use of resources efficiently and productively
- Acting with transparency
- Preparation of the background for political socialization
- Safeguarding and securing constitutional

Any two similar facts (02 Marks)

(vi)

- Domestic Laws
- International Law

Any two similar facts (02 Marks)

(vii)

- Discussion
- Bargaining and amicable settlement
- Mediation
- Conciliation
- Arbitration
- Inquiry
- Counseling

Any two methods (02 Marks)

(viii)

- Economic Development
- Personal Development
- Cultural Development
- Social Development
- Ethical Development
- Literacy Development
- Sustainable Development

Any two of above facts mentioned (02 Marks)

(ix)

- Introducing a cabinet
- Introducing a two house apartment
- Introducing the post of governor generate representing the queen
- Accepting the British Prime council as the Supreme court of appeal
- Establishment of the public service and judicial service commissions to minority right
- Paying special attention to minority right

Any two of above facts mentioned (02 Marks)

(x)

- The power of the central government and the cantons are defined and the rest is vested with the central government
- If a problem occurred in the execution of power the federal Assembly has the power the federal assembly has the power to settle it
- Cantons cannot execute their power and Work independently
- The Use of Direct democratic strategies to inquire public opinion in discussion making by the cantons

Any two of above facts mentioned (02 Marks)

(02 x 10 = 20 Total Marks)

2. Conflicts directly affect the individual as well as the society.

- (i) Write **two** causes that bring about a conflict. (02 marks)
- (ii) Mention **three** situations which can bring about conflicts at international level. (03 marks)
- (iii) Name **three** situations where mediation can be made use of in conflict resolution and describe how one of them could be used. (05 marks)

(i)

- Different role models
- Different ideas
- Occurrence of disturbances
- Mentalities
- Disappointments
- Limitations

*No marks for any causes of conflicts
Any two of above facts mentioned (2 Mark)*

(ii)

- Political issues
- Economic issues
- Social issues
- Expansion of power
- Economic benefits
- Frontier disputes
- Mobilization of resources
- Intrusion/unpermitted transition

Name three such facts (3 Marks)

(iii)

- Family disputes
- Consumer and trade disputes
- Individual/group disputes
- Disputes related to common property
- Solving minor wrong/errors
- Land disputes
- Shame/insults,
- making damages to properties

Name three such facts (3 Marks)

To explain one facts (2 Marks)

(5 Marks)

3. The production procedure is of importance among the activities that occur in an economy.
- (i) Name **two** factors of production. (02 marks)
- (ii) Mention the **three** main aspects where the procedure of production takes place in an economy. (03 marks)
- (iii) Name the **three** categories that the manufactured goods are divided into, according to the way they are consumed and describe one of them briefly. (05 marks)

(i)

- Land
- Labour
- Capital
- Entrepreneurship

Name two of them (2 Marks)

(ii)

- Agricultural Products
- Industrial Products
- Service

Name three sections above (3 Marks)

(iii)

- Consumer good
- Intermediate good
- Capital good

Name three such facts (3 Marks)

To explain one facts (2 Marks)

(5 Marks)

4. There are different legal institutions established in order to administer the Law in Sri Lanka.

(i) Name, in order, the two highest courts in the Judicial System of Sri Lanka. (02 marks)

(ii) Mention three types of special law observed in Sri Lanka. (03 marks)

(iii) Name three factors that influence the imposition of the law in a country and explain one of them. (05 marks)

(i)

- Supreme Court
- Appeal Court

(2 Marks)

(ii)

- Kandyan Law
- Thesawalamai Law
- Muslim Law

(3 Marks)

(iii)

- To control human behavior
- To provide life security the general public
- To protect human rights
- To protect properties
- To establish a stability in the country
- To avoid malfeasance
- Economic, Political, Social and Cultural Development

Name three facts (3 Marks)

Explain one of these (2 Marks)

Total (5 Marks)

5. A Federal State is one where the power of the state is shared between the central government and the provincial governments.

- (i) Name **two** countries where federal governments prevail. (02 marks)
- (ii) State **three** facts that influence the emergence of a federal government. (03 marks)
- (iii) Mention **three** negative characteristics of a federal government and describe one of them. (05 marks)

(i)

- United State of America/USA
- Switzerland
- Australia
- India
- Canada

Name any two of mentioned above (2 Marks)

(ii)

- National Security
- International Trade and Foreign Affairs
- National Economic Development
- Cultural Diversification
- Extent of the land

(Name three facts = 3 Marks)

(iii)

- Unsatisfaction over devolved power
- Attempting to become separate/ independent
- Issues related to decision making and administration
- Delaying the process of constitutional compilation
- Administration breakdown due to less experience in provincial administration

Three facts such as above (3 Marks)

Explanation (2 Marks)

Total (5 Marks)

6. Economic progress and development are two concepts that differ from each other.
- (i) Define the term 'development'. (02 marks)
- (ii) Name **three** characteristics of Sri Lanka which can only be seen in a developed countries, although Sri Lanka is a developing country. (03 marks)
- (iii) Name **three** measures Sri Lanka has taken to overcome the challenge of development and describe one of them briefly. (05 marks)

(i)

Development occurs with: the reduction and elimination of poverty, inequality and unemployment within a growing economy.

Dudley Seers

"Increase in production and improvement in the methodology and institutional organizations that contributed to increase the production is development"

Kindal Burg

Development is the upliftment of the quality of life of the world population.

1961 - 70 development decade
United Nations Organization

Economic development of a country should go together with social development.

Social Development should take place in food, nutrition, health, education, housing, social security, clothing, leisure, human freedom etc.

1978 UNESCO Declaration

Development is the process of growth and changes in factors including population, social, cultural and moral aspects.

1981 - 90 Development Decade
The United Nations Organization

Development that meets the needs of the present without compromising the affecting of future generation to meet their own needs is called Sustainable Development.

The Brundtland Commission

"Progress in economic, political, social and humanity sectors and the minimization of poverty along with permanent progress, is development."

- United Nations Development Report, 2000 -

"The economic and social transformation process taking place through the interaction between complex cultural and environmental factors, is development."

- (www.busunessdictionary.com. 2013.08.12) -

Mentioning of the name of those who presented definitions and the relevant years is not compulsory. Give marks even for any of above ideas or similar idea (2 Marks)

(ii)

- Existence of higher literacy rate
- Existence of higher life expectancy
- Existence of a lower infant and mother mortality rates

(3 Marks)

(iii)

- Export diversification
- Encouraging local savings
- Improving infrastructure
- Developing tourism industry
- Encouraging local and foreign investors
- Developing export targeted industries
- Broadening technology based knowledge and skills
- Ensuring political stability
- Sri Lanka becoming a centre for Naval, Educational, Information Technology
- Multi-purpose projects

Name three facts

(3 Marks)

Explain one of those

(2 Marks)

Total

(5 Marks)

7. Different type of Regional organizations emerge in the world.

- (i) Mention **two** basic reasons for the emergence of regional organizations. (02 marks)
- (ii) Name **three** member countries of ASEAN. (03 marks)
- (iii) Mention **two** objectives of the ASEAN Organization and give a brief description one of them. (05 marks)

(i)

- 1) Strategic relationships of the State
- 2) Strategic relationships of war
- 3) To get protected from pressures of powerful countries
- 4) Development of regional countries
- 5) Economic cooperation

Two of similar facts =2 Marks)

- (ii) Indonesia, Singapore, Thailand, Philippines, Malaysia, Vietnam, Brunei, Myanmar, Laose
(Name three of above countries =3 Marks)

(iii)

- 1) Implementing a united economic system in cooperation among member nations.
- 2) Developing cooperative researches with inter-cooperation
- 3) Being united for the effectiveness in the fields of agriculture and industry.
- 4) Developing ways to study issues in international commerce while getting the commercial activities among member nations developed.
- 5) Improving the quality of life in member nations and the ways of communication

Name two of above (2 Marks)

Explanation (3 Marks)

Total (5 Marks)

