

EXAMINER'S REPORT

TALENT (SKILLS) CAPSTONE EXAMINATION – JULY 2019

(SS2) INFORMATION TECHNOLOGY SKILLS

The main objective of this paper is to test the students' overall knowledge on Information Technology and skills on applying the same in an office environment while giving more concern on office application software. It should be noted that practical knowledge on how to use IT applications in an Office environment is vital to face this paper more successfully.

SECTION A

Twenty (20) compulsory questions
(Total 40 marks)

Question 01

This question focused on overall aspects of Information Technology Skills both practical & theoretical knowledge in a comprehensive manner. Almost all the students attempted this question. Most of the candidates were able to score more than half of the allocated marks of 40. But only few were able to score more than 30 marks for this section. Students should pay more attention to subject areas like ERP software. Further questions related to MS Word and MS PowerPoint were poorly answered by the students. Obtaining maximum marks for this question will definitely help them to reach the pass mark.

The overall performance for this question was at a satisfactory level.

SECTION B

Any four (04) questions only to be answered.
(Total 60 marks)

Question 02

The question aimed at testing the candidates' knowledge on database management systems. Majority of candidates attempted this question.

Out of them majority were able to correctly answer for **part (a)** which was on list the 4 other database management systems that are used today. **Part (b)** was on characteristics of modern DBMS and **part (c)** was on possible limitations and issues of DBMS. **part (d)** was on OLE object data. Majority of the candidates did not give expected answers for **part (c)** and **part (d)**. Almost all the candidates had no idea about what OLE Object data type was and its purpose. Candidates are recommended to get practical exposure which is a must to learn database management systems.

The overall performance for this question was at an average level.

Question 03

The candidates' knowledge on spreadsheet application was tested by way of ability to identify the appropriate function and write the correct formula to obtain the required calculations. Limited number of candidates' have attempted this question. Only a very few candidates were able to score 3 to 6 marks out of 12. For **part (a), (b), (c) and part (d)**, there were lot of errors in formulas due to majority of candidates not having practical experience on Microsoft Excel.

However for **part (e)** considerable number of candidates had scored full marks stating the alternative spreadsheet packages to Microsoft Excel that can be run on Microsoft Windows - based operating system.

The overall performance for this question was not at satisfactory level.

Question 04

This question aimed at testing the candidates' ability to use email communication in an office environment. This was the most preferred question out of the optional questions. Almost all the candidates selected this question and they had scored full marks.

But for **part (h)** a few candidates could not mention PDF files.

The overall performance for this question was at a satisfactory level.

Question 05

This question expected to test candidates' awareness on Internet and Internet Banking related knowledge. Almost all the candidates had attempted this question.

For **part (a)** many candidates had explained the difference between internet and the World Wide Web.

But for the remaining subsections candidates' performance was not up to the expected level. Average number of candidates had no idea about phishing site, Bitcoin and website domain.

They have given irrelevant lengthy answers for these parts of the question. Candidates should have understanding on new terms such as phishing site, bitcoin, etc., then only candidates can score more marks.

The overall performance for this question was at an average level.

Question 06

This question tested the knowledge on students' competency on word processing. It was required to explain the tasks performed by given features. Majority of the candidates had attempted this question. Out of them many were able to give proper answers to the **Part (a) (ii), (iii), (iv)** and (vi), which are on Word Art, paste text, comments and watermark, but answers for the remaining sub sections were not satisfactory.

Notably majority of the candidates were not correctly addressed the **part (i)** and **(v)** of **part (a)**. For **part (b)** majority of candidates did not attempt at all. Even those who agreed with the given statement, they were not able to justify their answer.

Practical exposure with word processing should be available to get high marks.

The overall performance for this question was at an average level.

Question 07

This question intended to test the knowledge on PowerPoint presentations. Candidates were expected to write short notes explaining the tasks performed by given features. Limited number of candidates attempted this question. Only few candidates were able to score average marks. Almost all the candidates couldn't get even half of the total allocated marks of 12 for **Part (a)**.

For **Part (a)** some candidates were able to answer subsections **(iv)** and **(v)** by guessing the meaning from the feature name itself.

For **Part (b)** it seemed that majority of candidates had not identified the method to be used to make the PowerPoint presentation in a client's desktop computer where there was no PowerPoint software.

Some candidates had made the assumption that they could install the PowerPoint in the client's machine and then make the presentation. Candidates must take in to consideration that they cannot make assumptions contrary to the information given in the question itself.

More practical exposure with PowerPoint presentation will improve the competency.

The overall performance for this question was at an average level.

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Hints to Improve the Performance:

- (1) Thorough study of the entire syllabus.
- (2) Candidates should read the question carefully and should not write unnecessary explanations and details, when a direct answer is expected from the question.
- (3) Refer study text, books, articles, magazines and other reading materials in relation to Information Technology.
- (4) It is important to present the theoretical concepts and practical knowledge relating to information technology in an organized manner and quote examples wherever necessary, when writing answers.
- (5) Make sure that the handwriting is legible and properly numbered the answers.
- (6) Follow the instructions given in the exam paper.
- (7) Study the past papers and answers to improve your knowledge.
- (8) Effective time management.
- (9) Check twice whether the answers were numbered properly before submitting the answer scripts.
- (10) Face the exam with a good preparation and with the utmost hope of passing the exam.

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