



CANDIDATE
NAME

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CENTRE
NUMBER

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CANDIDATE
NUMBER

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0457/11

May/June 2020

1 hour 15 minutes

You will need: Insert (enclosed)

- Answer **all** questions.
- Use a black or dark blue pen.
- Write your name, centre number and candidate number in the boxes at the top of the page.
- Write your answer to each question in the space provided.
- Do **not** use an erasable pen or correction fluid.
- Do **not** write on any bar codes.

- The total mark for this paper is 70.
- The number of marks for each question or part question is shown in brackets [].
- The insert contains all the sources referred to in the questions.

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[Turn over

Read the information in the insert and answer **all** questions.

1 Study Sources 1 to 3.

(a) Identify **one** reason for working in paid employment, from Source 1.

.....
..... [1]

(b) Identify **two** consequences of high job satisfaction for employers, from Source 2.

.....
.....
.....
..... [2]

(c) Which consequence of high job satisfaction do you think is the most significant? Explain why.

.....
.....
.....
.....
.....
..... [3]

(d) Using Source 3, explain **one** personal and **one** national cause of high job satisfaction.

Personal cause:

.....

.....

.....

.....

.....

National cause:

.....

.....

.....

.....

..... [6]

2 Study Source 3.

- (a)** 'Earning lots of money does not make you happy at work.'

What are the strengths and weaknesses of the argument supporting this claim?

[6]

- (b)** 'Respect and praise at work increase job satisfaction.'

How could you test this claim? You may consider the types of information, sources of evidence or methods you might use.

[8]

3 Study Source 4.

(a) Identify **one** opinion from Dewi's statement.

.....
..... [1]

(b) Identify **one** fact from Rio's statement.

.....
..... [1]

(c) Explain why Dewi's statement may be biased.

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.....
.....
.....
.....
..... [3]

(d) Which argument is more convincing, Dewi's or Rio's?

Your answer should consider both arguments and you should support your point of view with their words.

You should also consider:

- the strength of their reasoning and evidence
- their use of language
- the different types of information used.

[15]

4 The owners of a company want to increase the job satisfaction of their workers.

The following actions are being considered:

- train managers in how to respect and praise workers
- improve health and safety conditions
- give all workers a financial stake in the company.

Which **one** of these actions would you recommend to the owners, and why?

In your answer, you should:

- state your recommendation
- give reasons and evidence to support your choice
- use the material in the sources and/or any of your own ideas
- consider different arguments and perspectives.

[illegible]

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