



CANDIDATE
NAME

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CENTRE
NUMBER

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CANDIDATE
NUMBER

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0457/12

October/November 2021

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.

This document has **12** pages. Any blank pages are indicated.

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

1 Study Sources 1 to 3.

(a) Identify a country with high worker productivity, from Source 1.

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..... [1]

(b) Identify **two** factors affecting the productivity of workers, from Source 2.

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..... [2]

(c) Which factor affecting the productivity of workers do you think is the most important? Explain why.

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..... [3]

(d) Explain why the productivity of workers is an important national issue.

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..... [6]

2 Study Source 3.

(a) 'My business is successful because I take care of my workers.'

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

[6]

(b) 'Workers are happier when they work in teams.'

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 Siya's statement. Explain why this is an opinion.

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..... [2]

(b) Ruben is arguing that managers need to supervise workers to make them work hard.

(i) Identify **one** fact from Ruben's statement.

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..... [1]

(ii) Explain how well this fact supports Ruben's argument.

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..... [2]

(c) Which argument is more convincing, Ruben's or Siya'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 kinds of information used.

..... [15]

4 A large company wants to improve the productivity of its workers.

The following actions are being considered:

- pay the workers more money
- provide more training for workers
- encourage teamwork and collaboration.

Which **one** of these actions would you recommend to the company, 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.

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