

2023 CTSS 4E5N SOCIAL STUDIES
PRELIMINARY EXAMINATION
MARK SCHEME

4E5N Prelim Section A Suggested Answer CTSS

1 Study Source A.

What can you infer about the attitude of the elderly towards digital transactions? Explain your answer [5]

Suggested Answer		Success Criteria
Take note: Good answers should: 1. Address and use keywords from the question 2. Link to concepts as mentioned in BI.		
I can infer that the elderly have a <u>poor/ negative attitude</u> or are <u>unsupportive/unreceptive</u> towards digital transactions. (A) Source A states that 'Many said they would rather spend time queueing at bank branches to carry out a simple banking transaction, than to learn to use mobile or Internet banking'. (Evidence) This shows that there is some resistance for the elderly to switch to digital transactions and they would still prefer to physically head down to the banks even though it may bring about inconvenience to them. (Exp)	•	ATQ
	•	Evidence 1 best line
	•	Explanation

2 Study Source B.

Why do you think Source B was published? Explain your answer.

Suggested Answer		Success Criteria
Source B was published to convince/persuade/reassure (Powerful verb) seniors (Audience) that data plans are kept affordable and can be accessible by everyone/anybody (Message/ Inference) so that they will not feel burdened by the cost and be willing to sign up for the data plan (Feel & Action) BECAUSE at that time SG is transitioning towards digitalisation with many transactions conducted online. However, this digitalised environment may be at the expense of the seniors in the country (Situation from BI). This can be seen from "Discount from \$10 per month to \$5 for 20GB of data" (Evidence). This implies that by lowering the cost, there are attempts to be inclusive towards the seniors so that they will not feel left out and be more willing to sign up for the plan and make an effort to stay connected digitally (Explanation).	•	Powerful verb
	•	Audience
	•	Message
	•	Feeling
	•	Action
	•	Situation
	•	Evidence
	•	Explanation

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3. Study Source C and D.

Having read Source D, are you surprised by Source C? Explain your answer.

Suggested Answer		Success Criteria
<p>Note:</p> <p>-Para 1: Must use both sources given → compare C & D</p> <p>-Para 2: Should move on to higher level skills like CR of main source / Explained provenance</p> <p>Comparison of C and D</p> <p>Having read Source D, I am surprised by C (ATQ) as D contradicts C (LOR). C and D differ in seniors' response to technology. D suggests that there is an unwillingness to accept and integrate technology into their lives (CC) but (CW) Source C suggests that seniors have a positive view and are eager to use technology. (CC) This can be seen in Source D, where there is 'reluctance to embrace a digital lifestyle' (Ev) This means that seniors are uncomfortable with learning technology and do not prefer it. (Exp) In contrast, Source C says 'Ellie Teo, 62, is another senior who makes use of the Internet to hone a skill' (Ev). This means that seniors are willing to learn how to use the Internet for their own self improvement and benefit. (Exp)</p> <p>OR</p>	<ul style="list-style-type: none"> • • • • • 	<p>ATQ +LOR</p> <p>Common Criteria</p> <p>Comparison word</p> <p>Evidence x2 1 best line</p> <p>Explanation x2</p>
<p>Having read Source D, I am not surprised (ATQ) by Source C as both sources are similar (LOR). Both sources claim that seniors still require some assistance and help when they use technology (CC). In Source D, it states that 'the Silver Infocomm Initiative which helped more than 350,000 seniors embrace IT' (Ev). This means that support and guidance must still be provided to seniors as they navigate and figure out how to use technology (Exp). Similarly, (CW) Source C suggests that 'Madam Chan, whose go-to tech guy is her ten-year-old grandson' (Ev). This means that seniors also require some support when using technology. (Exp)</p>	<ul style="list-style-type: none"> • • • • • 	<p>ATQ +LOR</p> <p>Common Criteria</p> <p>Comparison word</p> <p>Evidence 1 best line</p> <p>Explanation</p>
<p>Cross referencing of main source (C)</p> <p>Having read Source D, I am not surprised by Source C (ATQ) as Source C is supported by Source E (LOR). Both (CW) C and E suggest that the use of technology is still difficult for seniors (CC). This can be seen from Source C 'Madam Chan, whose go-to tech guy is her ten-year-old grandson' (Ex). This means that seniors still require support from the younger generation to learn how to use technology (Exp). Similarly, (CW) Source E says that " For services that must be moved online, banks should be more mindful of different customers. What might seem clear and convenient to youthful developers and testers are not to older customers.'(Ev) suggesting that seniors still require the help and assistance of younger people to navigate technology. (Exp)</p>	<ul style="list-style-type: none"> • • • 	<p>ATQ + LOR</p> <p>Common Criteria</p> <p>ATQ + LOR</p> <p>Common Criteria</p> <p>Comparison word</p> <p>Evidence 1 best line Explanation</p>

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<p>Possible highest levels have to include the holistic use of provenance, context and content</p> <p>Highest level: 4W + 3V + Link to Source D</p> <p>Having read Source D, I am not surprised (ATQ) by Source C as it is expected (V) of Source C to make such claims in its report. Source C is by Singapore's local news outlet (D1-Who) reporting that elderly are receptive to learning technology and as the local news outlet whose main audience is Singaporeans, (WHAT) they will want to portray learning technology as a positive thing. (EXP1) in order to convince other fellow seniors in Singapore to be more excited and receptive to learn about technology and assure them of having a positive experience (Exp- Why), so that they could also get them to be on board and more receptive to the use of technology. Because at that time, Singapore has unveiled the Silver Infocomm Initiative (SII) with programmes (WHEN - taken from Source D) to help seniors embrace IT and it has developed a growing pool of more than 230 tech savvy seniors (Taken from D), which is who the 2 seniors in C (Taken from C) are a part of this group able to use tech daily. (Explanations at higher levels make connections in context/ time/ reasoning between BOTH sources)</p>	•	ATQ + LOR 4W 3V
	•	Details from provenance D1, D2, D3
	•	Explanation of how it makes the source reliable and hence useful Exp 1, Exp 2, Exp 3 What view is represented

4 Study Source E.

How useful is Source E as evidence of seniors' ability to adapt to digitalised banking? Explain your answer.

[7]

Suggested Answer		Success Criteria
<p>Note:</p> <p>-Always begin with USEFUL</p> <p>-Infer state of social mixing</p> <p>-Successful Cross referencing (CR) requires reliability therefore useful / unreliability therefore less useful.</p>		
<p>Useful (A) as reliable as supported by Source A. Both (CW) suggest that seniors lack the ability/ have difficulties/are unable to adapt/are unwilling to adapt to digitalised banking (CC). This can be seen from Source E</p>	•	ATQ + LOR
	•	Common Criteria

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<p>which says "Many lack the familiarity and trust in computer systems to fully embrace digital banking." (Evid) which shows that seniors find online banking challenging and complicated to understand. (Exp) Similarly, (CW) Source A says "Seniors said they steered well clear of mobile banking and online shopping." (Evid) suggesting that seniors are overwhelmed/daunted by digitalised banking (Exp)</p>	•	Comparison word
	•	Evidence x2 1 best line
	•	Explanation x2
<p>Less Useful (ATQ) as unreliable as refuted by BT (LOR). Source E suggests seniors are having difficulties getting used to online banking (CC) but (CW) BI suggests that it is not the seniors inability to adapt but the complicated process involved. This can be seen from E which says 'the push to move basic banking services online, or use of mobile applications for simple transactions, will isolate seniors.' (Ev) which shows that seniors are having problems using online banking (Exp). However, (CW), BI states that 'the responsibility is on institutions such as banks to make their digital tools more digitally friendly for seniors' (Ev) suggesting that bank processes are way too complicated for seniors to understand and it is not seniors' lack of ability to adapt to digitalised banking.</p>	•	ATQ + LOR
	•	Common Criteria
	•	Comparison word
	•	Evidence 1 best line
	•	Explanation
<p>Possible highest levels have to include the holistic use of provenance, context and content (L5/7)</p>		
<p>Less useful: Purpose + Tone, loaded words.</p> <p>Less useful (A) as it is unreliable (LOR) as the reader has a purpose which is to convince (P) the banks (A) that seniors have difficulty navigating banking services online or via mobile apps (M) so that they will understand (F) the difficulties of the senior users and continue to maintain face to face banking services.(A) Because of this purpose, the source is unreliable as it stresses on the challenges that the seniors face, not remembering the positive impacts/ benefits of online banking.(EXP) This makes it unreliable. To achieve his purpose, he also uses exaggerated words/expressions/loaded language, such as 'am concerned..', 'isolate', 'frustrated'. (Ev) These are emotive words which may be used to incite anger in readers or to sway readers' sympathy for seniors. Since there is a hidden motive/agenda and the use of emotive words/loaded language, (Exp) it makes the source unreliable and hence, not useful.</p>	•	ATQ + LOR
	•	Evidence 1 best line
	•	Explanation of how it makes the source unreliable and hence less useful

5 " The seniors in Singapore are left behind in a digitalised environment."

Using the sources in this case study, explain how far you would agree with this statement.

Suggested Answer		Success Criteria
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<p>I agree (A) as A suggests that seniors in SG <u>are left behind</u> in a digitalised environment. (A) This can be seen from "Seniors said they steered well clear of mobile banking and online shopping. Many said they would rather spend time queueing at bank branches to carry out a simple banking transaction, than to learn to use mobile or Internet banking. " (B) As a result, seniors will avoid any form of digitalisation (S)→ feel more unfamiliar/fearful/lacking in confidence to use technology(S) □ less willing to adopt digital functions/transactions and less likely to change their traditional ways of doing things (S) □ will not be able to keep up with the changes in a digitalised environment as technology is constantly evolving (S)→ hence seniors are left behind (L)</p>	<ul style="list-style-type: none"> • 	<p>ATQ</p>
	<ul style="list-style-type: none"> • 	<p>Best evidence 1 line</p>
	<ul style="list-style-type: none"> • 	<p>Sequence of outcomes beyond source (S1→ S2→S3)</p>
<p>I disagree (A) as D suggests that seniors in SG <u>are not left behind</u> in a digitalised world. This can be seen from "The SII has helped more than 350,000 seniors embrace IT to connect better with the community and enhance their quality of life in the digital age." (B) As a result, government has aided in providing digital training for the seniors (B) □ increased opportunities to learn (S) □ more exposure to technology (S) □ gain confidence (S) → more likely to be adept and comfortable at using technology (S) □ more likely to embrace the use of technology themselves to increase convenience in their lives(S)→ hence seniors are not left behind. (L)</p>	<ul style="list-style-type: none"> • 	<p>ATQ</p>
	<ul style="list-style-type: none"> • 	<p>Best evidence 1 line</p>
	<ul style="list-style-type: none"> • 	<p>Sequence of outcomes beyond source (S1→ S2→S3)</p>
<p>I disagree (A) as B suggests that seniors in SG <u>are not left behind</u>. This can be seen from the source which shows "a seniors mobile promotion plan of \$5 per first month and the provision of 20GB of local data at full LTE speed" (B) As a result, seniors are enticed to sign up for this plan as it is affordable (S) → with the plan, they are more likely to utilise technology as they now have access to the Internet (S) → continue to stay connected (S) → keep up/stay updated with technology trends happening in SG (S)→ seniors are not left behind. (L)</p>	<ul style="list-style-type: none"> • 	<p>ATQ</p>
	<ul style="list-style-type: none"> • 	<p>Best evidence 1 line</p>
	<ul style="list-style-type: none"> • 	<p>Sequence of outcomes beyond source (S1→ S2→S3)</p>
<p>Possible bonus must be tagged to specific sources Note: every bonus attempt must be linked to a source, and not writing about seniors being left behind in general.</p> <p>- Contextual Knowledge</p> <p>D can be used to disagree with the claim that seniors are left behind in a digitalised environment because it is reliable from what is observed in Singapore. In Singapore, there are constant efforts and many avenues by the government to onboard and encourage seniors to lead a more digital lifestyle. For example, seniors could utilise their Skillsfuture to take up classes on computer skills/digital skills which teaches them how to use apps such as Paynow and Singpass. Such initiatives by the government are also heavily subsidised, encouraging more seniors to attend and to stay updated in a digitalised environment like SG. Hence, it is reliable and can be used to agree with the claim.</p>		

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<p>- RELIABILITY/ SUFFICIENCY/ UTILITY</p> <p>D is able to disagree with the claim as it is reliable because it is from a researchers' report on "The Silver Generation in the Age of Digital Disruptions in Singapore. Being a third party (independent) organisation, coupled with the fact that they have data/findings from a well represented pool seniors, it is reliable and hence can be used to disagree with the claim.</p> <p>- Balanced Conclusion/ resolution</p> <p>It isn't just a summary of whether strategies were useful or not but a CONNECTION needs to be made between both sides and if resolution is given, again it should be specific about what can be done and by who.</p> <p><i>E.g. In order not to be left behind, the seniors must also play a part to help themselves by taking proactive actions, as well as taking advantage of help given by the government to upgrade themselves. Institutions, too, should be mindful in easing the seniors as they go digital. Therefore, everyone plays a part in ensuring seniors are not left behind, etc.</i></p>		
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Section B

- 6** Extract 1 shows how foreign talent in Singapore has risen.

In your opinion, why are foreign talents attracted to Singapore? Explain your answer, using **two** reasons

[7]

3	<p>Explains ONE OR TWO TIPS</p> <p>Award 5 – 6 marks for 1 REASON explained Award 6 – 7 marks for 2 REASONS explained</p> <p>Note: Accept feasible, logical REASON</p> <p>1 reason is the well-paying jobs which offer high salaries. For example, PMET jobs such as engineers and accountants receive a pay that is among one of the highest in the world. This could lead to (accept any possible outcomes) - O1 - O2 - O3- Therefore, foreign talents are attracted to Singapore.</p> <p>Another reason is that foreigners are aware that when they move to SG, there is strong community support available. For example, Lucky Plaza for Filipinos because it provides many Filipino eateries, supermarkets and convenience stalls selling Filipino daily supplies, produce and products. This could lead to (accept any possible outcomes O1 - O2 - O3 – Therefore, foreign talents are attracted to Singapore.</p>	5 - 7
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7 Extracts 2 and 3 show the different effects of living in a diverse Singapore.

Do you think that the positive effects of diversity in Singapore have outweighed the negative effects? Explain your answer.

[8
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<p>3</p>	<p>Explains factors Award 5 – 6 marks for explaining one factor Award 6 – 7 marks for explaining second factor</p> <p>Foreigners who work in Singapore bring with them their knowledge and expertise to help strengthen research competencies and collaboration with Singaporeans as local experts may not have the same competencies (D) For example, 'For example, the Biomedical Research Council (BMRC) of the Agency for Science, Technology and Research (A*STAR) funds and supports public research initiatives in Singapore. Through the efforts of the BMRC, Singapore has been able to leverage on the expertise and knowledge of these foreign scientists to jumpstart the country's biomedical sciences. (E) Through this openness to learn and collaborate with overseas scientists, → robust research can be carried out (O) → has led to significant breakthroughs such as the development of the H1N1 flu vaccine (O) → benefits society in the long run as Singapore leverages on the exchange of skills and knowledge to grow and progress in the country's expertise in a variety of fields. This in turn results in increased levels of productivity of Singapore (O)→ greater economic development for Singapore. (O) Thus, showing a positive effect of diversity in Singapore. (L)</p> <p>The competition for resources is one of the sources of tension in a diverse society. With the influx of foreigners, there will be questions on how Singaporeans are able to cope with the increased competition for opportunities and living space. Singaporeans have expressed concerns over, citing the impact of the inflow of foreigners on competition in employment, prices of goods and services as well as demands on public transport. As more foreigners enter Singapore's workforce, there is a constant fear among Singaporeans that they would have to compete for jobs with these foreigners, especially for white-collared jobs.(D)</p>	<p>DEOL</p> <p>Eg needs to be specific Name + 2 details</p>
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	<p>Foreigners are able to work in Singapore on a valid Employment Pass (≥\$4,500) or S Pass (≥\$2,500), and would most likely be holding a white-collared PMET (Professionals, Managers, Executives and Technicians) job. (E) As such, some Singaporeans feel that employers would rather hire foreign workers on S Passes as they require a lower salary as compared to a Singaporean with similar qualifications. Although unemployment rates in Singapore are relatively low at 2.6% in 2015, Singaporeans continue to express their frustration and resentment over immigration in Singapore and its impact on their jobs. When the competition for employment opportunities is at play, Singaporeans would naturally feel upset as their livelihoods are threatened. (O) This pent-up frustration and resentment (O) → leads to rising tensions and conflicts in society (O) → may result in social instability (O). Thus, showing a negative effect of diversity in society.</p>	
4	<p>L3 – 2 factors explained + Weighs factors based on relative importance</p> <p>Accept any conclusions that are valid.</p> <p>The positive effect of foreigners filling up the gaps and contributing significantly to our economy has a bigger impact than the negative effects (ATQ and take a stand). With a prosperous country and good governance, SG will be able to address and manage the negative effects of Singaporeans concerns over the competition of resources such as housing and transport, whereby only citizens or PRs can qualify to buy HDBs, which is a privilege not enjoyed by foreigners.</p>	8