

## **2017 S3 LA EOY Paper 2 Suggested Answers**

### **SHORT ANSWER QUESTIONS**

**30 marks**

**Answer ALL the questions.**

**It is recommended that you answer them in the order set. Mistakes in spelling, punctuation and grammar may be penalised in any part of the paper.**

**NOTE: When the question asks you to answer in your own words, YOU MUST NOT COPY THE WORDS IN THE PASSAGE IN YOUR ANSWER.**

#### **From Paragraph 1**

1. When one asks members of different generations to work together, what opportunity and challenge can one expect? [2]

Opportunity:

They would bring their unique experiences and skills to an organization. (1)

Challenge:

They would have to deal with the generational differences that distinguish them. (1)

#### **From Paragraph 2**

2. "Fifty-five year old Baby Boomers are on project teams with ..... Millennials and reporting to ..... GenXers while Veterans, though fewer in numbers, retain positions of power and influence." (lines 7-9)

What do you think the writer is trying to illustrate with this example of the 21<sup>st</sup> century? State two possibilities. [2]

Any TWO of the following points:

- That people of different age groups have to work together (1)
- That people in the workforce are playing different roles according to their generation (1)
- That the Vets have not lost their positions, despite inter-generational teamwork (1)

[Students must show holistic reading of sentence.]

### From Paragraph 3

3. "We see both individuals and organizations looking to survive and to prepare for what's next, whatever that looks like," says Ginny Baxter. (lines 14-16)

Why do you think Ginny Baxter uses the phrase 'whatever that looks like' in this context?

[1]

She uses it because she feels that/ to show that the future is unpredictable OR

She cannot be sure what the future will be like. (1)

[Anything that suggests the uncertainty of the future scenarios will be okay.]

### From Paragraph 4

4. Identify the adjective that implies that the baby boomers had a great impact on the development or transformation of society.

[1]

Game-changing (1)

Radical (0) - Because in this context, it was the boomers who witnessed the radical change; not that they created a radical change themselves

Strong (0) - Vague

5. "Boomers witnessed radical change, social upheaval, and changing mores." (lines 24-25)

How did these experiences affect the boomers? **Use your own words.**

[3]

**Key word is *affect*.**

**Students should take the clue from the word 'emerged' in the sentence following.**

They developed high self-confidence (1). They were also confident that they could *aim* (1) and could reach their targets (1).

### From Paragraphs 5 and 6

6. "Two-thirds of Boomers, for example, say that laptop used during in-person meetings is distracting..." (lines 29-31)

Based on the writer's description of the Boomers, infer their *ultimate* response to such distractions which may be a challenge to them? [1]

They will adapt to the use of laptop during meetings/they will accept the change as a necessity/they will see it as an acceptable way of doing things. (1)

They may see it as a challenge, but will ultimately adapt to the distraction. (1)

They will see it as a challenge. (0) [Question asks for the *ultimate* response.]

7. What are the writer's possible reasons for comparing the desired retirement age of the different age groups? [2]

To bring out the different age groups' differing attitudes towards work.(1)

To bring out the resilience of the Boomers towards work compared to the younger generations. (1) [Boomers are willing to retire later compared to the other generation groups in spite of the challenges.]

### From Paragraph 7

8. "That Boomers will be working longer shouldn't be a problem." (line 41)

Why, according to the writer, is this so? **Identify two reasons, using your own words.** [2]

Any **two** of the following:

- Their can-do attitude (Lift)
- Willingness to deal with problems (1)
- [good attitude (0) – not specific enough]
  
- They believe they can do anything they set their sights on (Lift)
- Confidence in their ability to achieve what they want/to fulfil tasks (1)
  
- They're used to working hard and long hours to accomplish it (Lift)
- Accustomed to working diligently and for an extended time to fulfil

their tasks (1)

- feel that younger people lack the strong work ethic that they have cultivated (Lift)
- Perceived to abide more conscientiously by the principle of diligence than the next generations. (1)

### **From Paragraph 8**

9. Why was Generation X in the 1990s seen as "a hard-to-define target market"? (line 50) [1]

**Clue: 'hard-to-define'**

They had not found their identity then. (1) /

They were searching for an identity and not finding it. (1) [Lifted but acceptable given the context.]

### **From Paragraphs 9 and 10**

10. Name two challenges that GenXers faced in the earlier years. **Use your own words.** [2]

Any TWO of the following points:

- Boomers were occupying most of the important positions of employment (Lift)  
Boomers were taking top jobs (1)
- Boomers were dramatically changing institutions everywhere (Lift)  
Boomers were drastically transforming the ways things were run (1)
- Left many GenXers feeling on the outside, unsure of their futures and roles (Lift)  
The GenXers were made to feel excluded and became uncertain of their positions (1)

11. GenXers were born into 'what seemed to be a saturated market'. (lines 66-67)

What does a 'saturated market' suggest about the challenges the GenXers faced? [2]

**Clue: 'saturated' would suggest (almost) full capacity and so market not open for others.**

That the GenXers were in a situation where they could not have

replaced the Boomers (1) who were already dominating the job market (1).

[The GenXers could not have replaced the Boomers. (0) – vague; does not address the saturated market.]

Or

That the GenXers had little choice in job types (1) as the market was dominated by the Boomers (1).

[Both parts necessary. 2m or zero because complete idea must be represented.]

12. What do you think would have happened to the GenXers if they had not been the digital pioneers? [1]

- They would not have been able to outshine the Boomers/take over the Boomers/thrive in the ever-changing market (1).
- They would not have been able to adapt (0).
- They would not have been employable. (0)

13. What two possible advantages do you think GenXers have for being told not to 'sit still' in class? [2]

**Clue 'not 'sit still'/ explore**

Suggestion of investigating/discovering/looking for/moving and searching (new things)

Any TWO of the following points from text:

- They are able to see the importance of mobility.
- They are brought up to see the importance of adaptability
- trying new things.
- They are encouraged to take control, user control

**From Paragraph 11**

14. Identify the word that reflects the freedom GenXers enjoy. [1]

Autonomous (1)

- 15a. What attracts the GenXers to work in smaller businesses? [1]

**Students should demonstrate understanding that having seen their parents downsized... they are skeptical of big companies and see smaller companies as offering the following:**

Smaller businesses may have less bureaucratic ways (1)

They may feel that they would be treated more equally in these companies (1) – equality at work

They feel that their voices are more likely be heard in these companies (1)- a voice in how things are done

- 15b. On what grounds would the GenXers consider working in larger firms? [1]

**Clue: On what grounds – suggesting fundamental condition and so ‘only if’ reference is essential to the answer.**

They would be attracted to the stability in working with bigger firms but **only if** empowered.

[Both points must be articulated to get 1 mark.]

**From Paragraph 12**

16. ‘...seeking special incentives and switching employers at a moment’s notice ...’ (lines 80-81)

What does this phrase suggest about how GenXers were viewed? [2]

**Clues: ‘seeking *special incentive*’ and ‘switching...at a moment’s notice’**

Any TWO of the following points:

- That they were rash (*switching at a moment’s notice*)
- That they were asking too much (*special incentives*)
- That they felt entitled (felt the privilege, to be allowed to seek *special incentives and switch..*)
- That they only thought about themselves/ were selfish/considered own needs

17. Identify and explain the metaphor in this paragraph. [2]

War (1)/War for talent

To bring out that employers are fighting for the best talent/ are competing for the best talent. (1)

### **From Paragraph 13**

18. What might be the writer's purpose in highlighting that the Millennials are "the most ethnically and racially diverse generation in U.S. history" (lines 90-91)? [1]

Any one of the following:

- To stress how different their experience is from the other generations of people in the US. 'Most...in history'
- To bring out how times have changed/society/the workplace has changed. 'Most ethnically and racially diverse..in history'
- To show how the workplace has become more complex with new elements of race and ethnicity. Clue: 'diverse' – suggesting complicated/varied/multifaceted/multifarious/mixed

### **SUMMARY**

19. Using only material from Paragraphs 15 and 16, answer the following question.

**What do Millennials expect at work and what conditions enable them to thrive?**

**Answer in your own words as far as possible.**

Your summary, which must be in continuous writing (not note form), must not be longer than 120 words, including the two words given below.

Write your summary on a fresh sheet of paper.

Begin your summary as follows:

**Millennials expect ...**

At the end of your summary, write down the total number of words you have used. [20]

Millennials expect

	<b>Point</b>	<b>Lift</b>
1.	Personal evaluation/comments about them, (as well as)	individual feedback
2.	Support (and)	reinforcement
3.	Guidance on their job.	direction at work
4.	They expect their bosses to pay	They believe that

	attention to/interact keenly with the staff	employers should encourage active engagement for the benefit of the whole as well as the individual.
5.	for the interest of the organisation and the people.	
6.	They thrive in teams, and	Millennials work well in groups
7.	Prefer to gather knowledge through personal interactions.	Look to peers for information (two-thirds of them prefer face-to-face communication)
8.	They expect options to be available/given to them.	They prefer office environments that offer choice, depending on the task at hand, and expect that such choice will be provided.
9.	They work better in a stimulating and well-planned/well-built environment.	Millennials are happier, more motivated, and more efficient in a well-designed workplace.
10.	They thrive in a free and safe environment with easy access to information.	They seek open, dependable work communities where knowledge is shared,
11.	They like the work pace to be fast,	the pace is rapid, and
12.	And a place/culture that welcomes fresh concepts/inventions/initiatives.	new ideas are openly sought.
13.	They like to be able to choose where they can work without constraints (They like to be able to choose where they can work. (o))	Ideally, they want the freedom to select the location of their work with no set boundaries,
14.	and be supported by technology.	with access to technology expected.

**END OF PAPER**