Clementi Town Secondary School
Preliminary Examinations 2019
Secondary Four Express / Five Normal Academic

HUMANITIES
2272/01
2273/01

Paper 1 Social Studies
26 August 2019

1 hour 45 minutes

Marking Guide

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This Marking Scheme consists of **14** printed pages.

[Turn over]

1(a) Study Source A.
   Why was this cartoon published? Explain your answer, using details of the cartoon. [5]

   Note: Answers must be expressed as a <u>reason</u>.

Level	Descriptor	Marks
L1	**Based on provenance / lifting** e.g. The cartoon was published to inform Singaporeans about cybersecurity from the Cyber Security Agency of Singapore.	**[1]**
L2	**Based on sub-message** e.g. The cartoon was published to warn Singaporeans that there are many scams online. e.g. The cartoon was published to remind / inform etc Singaporeans to use encryption / encode their data / protect themselves / use preventive measures before transferring data or money online. e.g. The cartoon was published to educate Singaporeans how to avoid falling prey to hackers.	**[2-3]**
L3	**Based on content, supported** *Award the higher mark for a more fully developed answer.* e.g. The cartoon was published to warn / educate Singaporeans that it <u>is their own responsibility to practice safe cyber habits online</u>. This is evident as the hacker can be seen telling that, "…when some people do not use encryption when transmitting their bank details wirelessly, money does grow in the air." He was *thus reminding Singaporeans that only they themselves can truly protect their own data and/or money and should not leave such an important task to others.*	**[3-4]**
L4	**Based on purpose, i.e. and/or intended impact on target audience** *Award 4 marks for answers based on weak message and outcome and 5 marks for answers that are well-developed.* e.g. As this cartoon was published in 2016, it was probably published to warn / educate Singaporeans that it <u>is their own responsibility to practice safe cyber habits online</u> especially since there has been a rise in cyberattacks since 2014. This is evident as the hacker can be seen telling that, "…when some people do not use encryption when transmitting their bank details wirelessly, money does grow in the air." He was *thus thus reminding Singaporeans that only they themselves can truly protect their own data and/or money and should not leave such an important task to others. This cartoon was thus published to* **encourage Singaporeans to be more vigilant / alert / careful when making online transactions.** <u>Note</u>: Answers that have impact, without message falls to L4/4. Answers that have well-developed context can be awarded L4/4.	**[4-5]**

1(b) Study Source B.

Does Source B prove that there is a need to strengthen Singapore's cybersecurity? Explain your answer. [6]

Level	Descriptor	Marks
L1	**Answers using source details but failing to address the question** e.g. There are cyberattacks happening like the attack on MINDEF etc.	[1]
L2	**No, based on typicality** e.g. <u>No, it does not prove</u> that more can be done to strengthen Singapore's cybersecurity as this is <u>an article by only one security provider, etc.</u>	[2]
L3	**Yes, based on content** e.g. <u>Yes, it does prove</u> that there is a need to strengthen Singapore's cybersecurity as <u>cybercriminals / hackers are becoming more skilled in cybercrimes</u>. This can be seen from the lines, "Common solutions are outdated and insufficient to beat today's extra-sophisticated hacking attempts." Thus this shows that *more precautions are needed to deal with the advanced nature of the cybercrimes and to ensure that Singapore's cybersecurity is managed well as Singapore's current cybersecurity measures are not kept up with the increasing skills of cybercriminals.* *e.g.* <u>Yes, it does prove</u> that there is a need to strengthen Singapore's cybersecurity as <u>cyberattacks are increasing / cybercrimes are becoming more prevalent</u>. This can be seen from the lines, "Cybercrime is rising, stealthily targeting major government institutions and compromising crucial data costing millions of dollars in damages." Thus this shows that *more needs to be done to strengthen Singapore's cybersecurity as the number of cybercriminals will keep rising and they can do more damage if our cyber defenses are not effective.*	[3]
L4	**Yes, L3 plus based on cross reference** e.g. Yes, Source B <u>proves</u> that <u>more can be done to strengthen Singapore's cybersecurity against increasingly advanced cyberattacks</u> as this is <u>supported by Source E which also tells us that Singapore's cybersecurity measures were insufficient in dealing with the cyberattacks.</u> This is evident from the line, "We may be the best, but are our cyberdefences really strong? Here, I must say that the attackers are nimble, well-resourced and world-class … Realistically we can't prevent a cyberattack, so we must strengthen our defences and systems, allowing us to operate (with fewer functions) even if attacked, said Mr Koh." Thus this shows that *Singapore's existing cybersecurity measures are falling short in dealing with the advanced attacks coming from expert cybercriminals.* **Since Source B is supported by source E, Source B is reliable in proving that there is a need to strengthen Singapore's cybersecurity.**	[4]
L5	**Yes / No, based on purpose and provenance** *Award the higher mark for a more fully developed answer that looks at the source's purpose.* **Higher level purpose** e.g. Source B does bring out the fact that Singapore's existing cybersecurity measures are inefficient and that there is a need to strengthen Singapore's	[5-6]

cybersecurity as the cost of these attacks is very great. **However, this is an article written by Apvera which is a provider of cybersecurity solutions for companies which means that they are advertising their own business and will gain business from companies who buy into their argument that current cybersecurity measures in place are insufficient.** This can be seen from the line, "Start with selecting a security provider that could provide you with complete cyber security solutions and equipped with backup and restore options in case something goes wrong". This means that Apvera is hoping that companies / organisations buy their security solutions as cyberattacks are so dangerous. **As Apvera stands to gain more business, this source was published to convince Singaporean companies and organisations to engage Apvera's services hence, Source B is not reliable in proving that more needs to be done to strengthen Singapore's cybersecurity.**

OR

Purpose

e.g. Source B does bring out the fact that Singapore's existing cybersecurity measures are insufficient and that more needs to be done as the cost of these attacks is very great. **As this is an article written by Apvera which is a provider of cybersecurity solutions for companies, they are experts in their field and know the current situation / limitations of cybersecurity measures in place. If they are recommending that more needs to be done and they are also providing information on how to go about it such as in the line,** "Start with selecting a security provider that could provide you with complete cyber security solutions and equipped with backup and restore options in case something goes wrong" then **Source B is reliable is proving that more needs to be done to strengthen Singapore's cybersecurity due to limitations in the existing measures.**

1(c) Study Sources C and D.

How far does Source C agree with Source D about Singapore's level of readiness to address her cybersecurity challenges? Explain your answer. **[7]**

L1	**No statement of 'agree' or 'disagree'** **Describe / Lift from source** **Agree / Disagree based on provenance / source type.** e.g. Sources C and D are similar as they are both textual sources / both are similar in telling me about Singapore not being ready to address cybersecurity challenges. .	**[1]**
L2	**Agree / Disagree based on false matching / misinterpretation of source content** e.g. Source C disagrees with Source D as Source C tells me Singapore has a lot of facilities in place to address cybersecurity challenges but Source D does not. e.g. Source C agrees with Source D as both tell me that Singapore is very ready to address any cybersecurity challenges.	**[2]**
L3	**Agree OR Disagree based on content** *Award 3 marks for Agree OR Disagree, unsupported and 4 marks for Agree OR Disagree, supported.* e.g. Source C **agrees** with Source D that Singapore's level of readiness in addressing cybersecurity challenges is low because of **<u>Singaporeans' own disregard for their password safety</u>**. The evidence from Source C is that "*While awareness of cybersecurity may have improved, such as the need to set a strong password, in reality… not everyone is practising it.*" This <u>suggests that Singaporeans are still not practising cybersecurity with their own personal data such as password safety.</u> **Similarly**, Source D states, "*Singaporeans are careless regarding their passwords. They either - don't change passwords regularly, or write them down somewhere in a diary or store it somewhere online; or use the same password for work and personal accounts.*" This suggests that <u>Singaporeans have poor / negligent cybersecurity practices as they do not take care with their personal data like passwords.</u> AND/OR Source C **disagrees** with Source D that Singapore's level of readiness in addressing cybersecurity challenges is low because the **<u>government measures put in place to defend Singapore's cybersecurity threats are not sufficient.</u>** The evidence from Source C is that "…*Singapore has one of the best infrastructure, technologies and legislation to deal with cyber-threats…*" and "*Although there are many initiatives at the national level to raise public cybersecurity awareness, their effectiveness remains in question.*" This suggests that the <u>Singapore government is doing its part to try and put in place measures to raise the level of readiness in fighting cybersecurity challenges but it is not able to make much of a difference in correcting the problem</u>. **However**, Source D suggests that the level of readiness is high because of the <u>success of government measures in educating the people regarding cybersecurity challenges</u>. Source D states, "*But now, with more public campaigns, there is a raised awareness of the 2FA authentication process and more people are using it to secure and enable some or all of their accounts as compared to 2016. More are cautious when making online transactions and app downloads.*" This	**[3-4]**

	suggests that <u>more people are vigilant in making online transactions and are worried about the consequences of falling victim to cybersecurity challenges.</u>	
L4	**Both sides of L3, supported** *Award the higher mark for more developed answers.*	**[5-6]**
L5	**L3 or L4, plus Similarity based on Purpose** *Award 6 marks for L3, plus purpose and award 7 marks for L4, plus purpose.* e.g. Source C agrees with Source D as they have the same purpose. Source C was written to **warn / educate** Singaporeans **that individuals play an important role in combatting cybersecurity challenges** as seen in the line, "*While Singapore has one of the best infrastructure, technologies and legislation to deal with cyber-threats, it is the human factor — either the weakest link or the first line of defence — that caused the recent data breaches*" which means that despite any government initiatives or policies in beefing up Singapore's cybersecurity defences, it is still the individuals who are not being careful in managing their cyber activities. The intended outcome of Source C is for individuals to be <u>more vigilant and careful so that they would not fall prey to cybersecurity challenges as their negligence in this matter could be harmful for everyone</u>. **Similarly**, Source D was written to **warn / educate** Singaporeans **that individuals play an important role in combatting cybersecurity challenges** as seen from the line, "*Singaporeans are careless regarding their passwords. They either - don't change passwords regularly, or write them down somewhere in a diary or store it somewhere online; or use the same password for work and personal accounts.*" This means that Singaporeans are still vulnerable to cybersecurity threats due to their own bad habits. The intended outcome of Source D is for <u>Singaporeans to continue to be more vigilant and careful with their cyber activity and cyber practices so that they do not fall prey to cybersecurity challenges</u>.	**[6-7]**

1(d) Study Sources E and F.
Does Source F make Source E surprising? Explain your answer. **[7]**

Level	Descriptor	Marks
L1	**Answers using source content but failing to address element of surprise OR** **Identifies what is / is not surprising in Source F, but no valid explanation** e.g. Source F shows a table with Singapore ranked first in the Global Security Index but Source E says that such rankings are irrelevant. e.g. I am surprised by Source F because it shows Singapore ranked first in the Global Security Index.	**[1]**
L2	**Not surprised based on provenance of Source E** e.g. I am not surprised by Source E as it is from an interview published on a reputed online news website, Channel NewsAsia which showcases everyday events/facts.	**[2]**
L3	**Decides element of surprise entirely from either Source E or Source F only (i.e. common sense arguments, no use of Source E or Source F or other sources/contextual knowledge)** e.g. I am not surprised by Source E as cybersecurity is a serious threat in Singapore, hence the importance of training for cybersecurity measures to be put in place, etc. Or e.g. I am not surprised by Source F as cybersecurity is a serious threat in Singapore, hence the importance of training for cybersecurity measures to be put in place, etc.	**[3]**
L4	**Surprised / Not surprised: Comparison of content of Sources E and F** *Award the higher mark for a more fully developed answer.* e.g. Source F makes Source E surprising because they differ in telling me about Singapore's capability in managing cybersecurity threats. Source E tells me that **Singapore is not managing well as Singapore only had minimal consequences of cybersecurity threats due to good fortune**. This can be seen from the lines, "*Singapore is not particularly skilled or Singaporeans very alert with respect to malware, we were just lucky for two reasons. First, the ransomware affected older versions of the Windows operating system, which are not prevalent in Singapore…*" Secondly, the target was not Singapore as "*If Singapore was targeted, the results would be quite different," said Mr Koh*". This thus shows that Singapore was very fortunate to escape the cybersecurity threats given that no extra preparation or intentional defences against cyberthreats. However, Source E is contradicted by Source F which states that **Singapore is managing well and is not as unprepared in facing cybersecurity challenges as Singapore is the most cybersecure / country with best cybersecurity measures in the world**. This is due to *Singapore's ranking in first place with a score of 0.92* in a "*reputed cybersecurity scoring system that scores a country's cybersecurity policies across several criteria*". This thus shows that due to measures / Singapore's strong defences that are already in place, Singapore is the most prepared country in the world to face cybersecurity challenges and is not in that position due to good fortune alone. **Therefore, I am surprised by Source E as Source F differs as it gives me**	**[4-5]**

	the impression that Singapore is doing very well in preparing her cybersecurity defences as she is ranked in first place in the world for her cybersecurity preparedness which is challenged by Source E as it says that Singapore is not as strong in her cybersecurity measures.	
L5	**Not surprised by Source E based on cross reference to other sources** *Award the higher mark for a more fully developed answer.* e.g. Source E suggests that <u>Singapore is not very well-prepared to face cyberattacks due to our weaknesses in cyber security and also due to the growing number of skilled cyber criminals</u>. I know this from, "*We may be the best, but are our cyber defences really strong? Here, I must say that the attackers are nimble, well-resourced and world-class … Realistically we can't prevent a cyberattack, so we must strengthen our defences and systems…*" This thus, shows that **Singapore is really weak and needs to do more to fortify our cyber security and really be capable of defending against cyberattacks**. This is supported by Source B which also mentions that <u>Singapore is not very well-prepared to face cyberattacks due to our own lack of preparation in cyber security</u> as it says, "*The cyber-attack on MINDEF further proves that cyber criminals spare no one. If hackers can crack the country's national defense systems, imagine what they could do with crucial, highly sensitive data. Despite not giving away sensitive, high-level state secrets, the worrying part was that the breach remained undetected for several weeks.*" This thus, shows that as **Singapore could not even prevent a cyberattack on MINDEF's IT system which should have been one of the hardest IT systems to hack into, Singapore is really vulnerable to cyber attacks and really needs to do more to beef up our cyber security.** Thus, since <u>**Source E is supported by Source B, I am not surprised by Source E despite Source E being different from Source F.**</u>	**[6-7]**

1(e) 'Singapore's cybersecurity measures have been adequate'.

Using the sources in this case study, explain how far you would agree with this statement. **[10]**

Level	Descriptor	Marks
L1	**Writes about the statement, no valid source use/ specific knowledge.** e.g. Cyberattacks are on the rise in many parts of the world, etc.	**[1]**
L2	**Yes / No, supported by valid source use** Award 2 marks for use of 1 source. Award 3 marks for use of 2 sources. Award 4 marks for use of 3 sources. e.g. **Singapore's cybersecurity measures are adequate: Sources D and F** Source <u>D</u> agrees that Singapore's cybersecurity measures are adequate as <u>there has been an increase in safer / more secure cyber practices by Singaporeans than before due to government initiatives in improving cybersecurity.</u> This is evident as it says, "But, public campaigns have raised awareness of the 2FA authentication process and more are using it to secure and enable some or all of their accounts as compared to 2016. More are cautious when making online transactions and app downloads". This tells me that the government is reaching out more and more to a greater number of Singaporeans which means that Singapore's cybersecurity will improve. Source <u>F</u> agrees that Singapore's cybersecurity measures are adequate as it tells me that <u>Singapore came in first in the Global Cybersecurity Index</u> with a score of 0.92. This tells me that since Singapore came in first, her cybersecurity measures are adequate as we are the best when it comes to meeting cybersecurity challenges. **Singapore's cybersecurity measures are inadequate: Sources A, B C and E.** Source <u>A</u> does not agree with the statement as <u>it shows how there are still people losing their money / data to hackers.</u> The source shows a hacker saying, "But when some people do not use encryption when transmitting their bank details wirelessly… Money does grow in the air!" This tells me that there are still many people who are not transmitting their data online or making wireless transactions safely by using "encryption" to protect themselves. Thus, Singapore's cybersecurity measures are inadequate as such crimes are still happening and cannot be eradicated fully. Source <u>B</u> does not agree with the statement as <u>it shows how there are still many major/critical cyber-attacks taking place in Singapore and our defences are not good enough to identify them immediately.</u> The source states, "Despite not giving away sensitive, high-level state secrets, the worrying part was that the breach remained undetected for several weeks." This tells me that there is still much that can be done to shore up Singapore's cybersecurity defences as we are even unable to identify when our systems are hacked and by the time it is found out, much damage may have already taken place. Thus, Singapore's cybersecurity measures are inadequate as such attacks are still happening and our current measures cannot stop the attacks / identify when these attacks happen.	**[2-4]**

	Source <u>C</u> does not agree with the statement as <u>it shows that Singapore's cybersecurity measures are inadequate in the face of incompetent human errors which can weaken our defences.</u> The source states, "…it is the human factor — either the weakest link or the first line of defence — that caused the recent data breaches." This tells me that there is still much that can be done to educate Singaporeans about their poor cybersecurity practices and how to improve on them. Thus, Singapore's cybersecurity measures are inadequate as Singaporeans are still making such incompetent and careless mistakes with our cybersecurity and the government could do more to educate them. Source <u>E</u> does not agree with the statement as <u>it shows that cyberattackers are getting more skilled in cyber-criminal activites such as compromising / overcoming our cyber defences and Singapore cannot fully stop a cyberattack from happening.</u> The source states, "Here, I must say that the attackers are nimble, well-resourced and world-class … Realistically we can't prevent a cyberattack, so we must strengthen our defences and systems, allowing us to operate (with fewer functions) even if attacked," said Mr Koh." This tells me that there is still much that can be done to shore up Singapore's cybersecurity defences. Thus, Singapore's cybersecurity measures are inadequate as no matter what is done to strengthen our cybersecurity defences, the cybercriminals are also getting more skilled in hacking etc. hence Singapore has to continuously keep building our defences which means that our cybersecurity will never be completely adequate.	
L3	**Yes AND No, supported by valid source use** *i.e. Both elements of L2.* *Award 5 marks for use of 1 source that agrees and 1 source that disagrees.* *Award higher marks for use of additional sources to a maximum of 8 marks.* **Note: Consideration on number of sources used and the quality of analysis in deciding on marks in L2 & L3.** **** To score additional 2 marks, candidates can take any one of these 3 routes:** • **through analysing at least one source in relation to its reliability, utility or sufficiency** *e.g. Source C is reliable as it is made by the President of the Singapore Human Resources Institute which does not stand to gain anything as they are not getting any gains or profits from this interview. As the President of a Human Resources training institute, he would also know what is happening in the industry and how a cyberattack can cripple companies / government organisations. In his position where he needs to handle personal data of people, cybersecurity would be a concern for him so he knows what he is talking about and how challenges in this area would impact everyone.* • **by sharing example(s) from their contextual knowledge** *e.g. There are many cyberattacks taking place that were not mentioned such as the SingHealth data breach where even Prime Minister Lee's health records were accessed or NUS-NTU cyberattacks that occurred recently which means that Singapore's cybersecurity measures can still be further improved and as such are currently inadequate.*	**[5-8]**

| | • **by giving a balanced conclusion / resolution** | |
| | *e.g. Singaporeans are realising the importance of being prepared / more careful with their personal data and online activities although there are still quite a number who do not follow these good practices. Cyberattacks are a reality as seen in recent times and as such, more can be done by the government to raise awareness amongst Singaporeans and businesses for the importance of cybersecurity.* | |

Section B

a) **Extract 1 states the important role that citizens play in ensuring that Singapore society has benefitted from the government welcoming citizens' feedback.**

In your opinion, how does providing feedback benefit the society? Explain your answer with reference to two ways. **[7]**

Level	Descriptor	Marks
L1	**Describes the topic, i.e. how to benefit Singapore.**	**[1]**
L2	**Identifies/ Describes reason** *Award 2m for identifying one reason and 3m for identifying two reasons. Award 3m for describing one reason and 4m for describing two reasons.* E.g. Singaporeans can help to ensure that the needs of society are met and fulfilled when they give feedback to the government. This is important as giving feedback can have many benefits to the citizens since the people are the ones who are directly affected by government policies and are first-hand able to witness the pros and cons of decisions made by the government. Sometimes the government is unable to foresee the gaps and limitations of their own policies which is why feedback is important. Citizens can give feedback which will help the government to change / stop / improve on the policies implemented. To ensure that gaps are filled efficiently, citizens may also provide solutions or ways in which the gaps can be reduced so as to help the government improve. AND E.g. Another benefit of giving feedback to the government is to ensure that there is no wastage of limited resources / inefficiency in the way in which citizens' needs are being met with the infrastructure and facilities provided by the government. Singapore has limited resources and if the government utilises these resources inefficiently or if there are better ways of meeting the needs of the citizens, then feedback is important in ensuring that the government looks into improving the way resources are being utilised in meeting the needs of the citizens so that these limited resources can go further. Other possible answers: • Giving feedback will allow the government to be more transparent in their activities and have greater accountability since the people are able to evaluate / correct / offer suggestions / improvements etc. which means that the public is scrutinising the government and hence will ensure that the government is effective in the running of the country. • Giving feedback will allow the people to air their grievances about government policies which will signal to the government whether their	**[2-4]**

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	policies have support from the people and if the grievances are many, the government can look into improving the situation.	
L3	**L2 + Explains reason** Award 5-6m for explaining one reason. Award 6-7m for explaining two reasons. E.g. L2 + This will ensure that <u>not only is the government still providing the necessary services to meet the needs of citizens, but it is being done in the best way possible and not superficially or just for the sake of doing their job / providing the services such as the example given of how the hearing-impaired community's needs are being met. Thus, providing feedback will help to ensure that the policies implemented are really helping in the best way possible instead of having inadvertent shortcomings.</u> AND E.g. L2 + This will ensure that <u>limited resources in Singapore such as land, water, energy etc. will be used more efficiently and more citizens will benefit from these limited resources. Feedback given by citizens can help the government to ensure that these resources are truly meeting the genuine needs of the citizens and not what the government perceives the citizens need. Thus feedback can benefit society.</u>	**[5-7]**

(b) Extracts 2 and 3 highlight two challenges faced by the Singapore government in deciding what is good for Singapore.

Do you think that the government needs to focus more on the 'differing needs and interests' of its people or on the 'differing priorities' when deciding what is best for Singapore? Explain your answer. [8]

Level	Descriptor	Marks
L1	**Writes about the topic in general, (i.e. determining what is good for Singapore society), without specific reference to the differing needs and interests or differing priorities and which is more important.**	**[1-2]**
L2	***Describes what differing needs and interest AND differing priorities are about*** *Award 3 marks for describing what differing needs and interests OR differing priorities is about.* *Award 4 marks for describing what differing needs and interests AND differing priorities is about.* E.g. Differing needs and interests is when different groups of people in a country feel that different things are important to them and this can lead to disagreements over what is really important to them and the extent of what they would be willing to give up for the benefit of society. This is especially if you take into consideration the diverse nature of Singapore's population where there are many races, cultures, religions, people of different social economic status coexisting together. For example, the government needs to ensure that all religions regardless of their population size have sufficient facilities for their	**[3-4]**

	places of worship. Such a situation could be further complicated by problems / challenges such as limited land for the building of these places of worship to cater to all groups. There could be many other problems that affect differing needs and interests such as an ageing population, a low birth rate, limited water supply etc. The government would have to take all these factors into consideration when determining what are the needs and interests of its population to ensure that our challenges are overcome while maintaining the peace, prosperity and stability of the country. AND / OR E.g. Differing priorities is when citizens may disagree on which of these areas such as affordable healthcare, a good transport network, education etc. the government needs to provide first. No matter which of these concerns the government addresses first, there will be a pocket / percentage of the population that will remain unsatisfied as their concerns were not addressed. This would be unavoidable due to the limited amount of land and resources that is available to the government given Singapore's size. For example, having determined that nursing homes and childcare centres are the common needs of the country, the government may prioritise the building of nursing homes over childcare centres due to the rapidly ageing population and decrease in birth rate. This creates potential problems as different groups within Singapore society would view their needs as more important than others', hence the government would have to explain their decisions in a logical manner to convince the Singapore population that the government's plan addresses the greatest needs first and is carried out in a fair and transparent manner. This is still bound to create unhappiness amongst some groups of people whose priorities may not have ranked higher than others but it is an unavoidable circumstance.	
L3	**Explains how managing differing needs and interests AND differing priorities affect what is good for Singapore** *Award 5 - 6 marks for explaining how managing different needs and interests OR differing priorities affects what is good for Singapore* *Award 6 - 7 marks for explaining how managing BOTH differing needs and interests AND differing priorities affect what is good for Singapore* E.g. L2 + As Singaporeans see that their <u>needs and interests are addressed by the government, they will feel that this is a government that looks after its citizens. This in turn generates a sense of loyalty to the government among its citizens so that they will be more willing to work with the government by supporting its policies</u>. AND E.g. L2 + By effectively prioritising the needs and interests of the citizens, the government will ensure that the <u>community or area with the greatest need is addressed first. This has far-reaching consequences on the development of Singapore which in turn may affect its stability and development</u>. The government would have to explain its rationale for the decision to address certain needs before others and if <u>done in an open and transparent manner would increase confidence among the citizens that the government has thought through the matter and arrived at the best solution possible which addressed the most pressing need of the country hence, allowing the government to gain the citizens' support.</u>	**[5-7]**

| L4 | **Both aspects in L3 plus explains the relative importance of each factor** | **[8]** |
| | E.g. *The government needs to have proper and long-term planning in place when deciding on how to make the final decision when faced with conflicting demands from citizens as this can lead to tensions. When coming to a decision, the government needs to consider how to prioritise which decisions to make in whose favour over the differing needs and interests of the people. This is because the peoples' needs and interests may be varied and unlimited due to the diversity found in Singapore however, the one thing we cannot change are the limited resources that Singapore has so it is more important to prioritise the limited resource we have to ensure that its best use is made for the benefit of everyone in society.* | |