

Name: _____ Index Number: _____ Class: _____

**Clementi Town Secondary School
Preliminary Examination 2023
Secondary 4 Express / 5 Normal Academic**



**HUMANITIES,
SOCIAL STUDIES**

**2272/01
2273/01**

Paper 1

**29 August 2023
1 hour 45 minutes**

Additional materials provided: Writing paper

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READ THESE INSTRUCTIONS FIRST

Write in **dark blue or black pen**.

Do not use staples, paper clips or correction fluid.

Leave **two lines** between the answers to consecutive questions or consecutive parts of a question.

Answer **all** questions.

Begin your answer to Questions 6 and 7 on a new and separate sheet of paper.
The number of marks is given in brackets [] at the end of each question or part question.

At the end of the examination, **fasten Section A and Section B separately**.

This Question Paper consists of **7** printed pages, including this cover page.

[Turn over]

SECTION A (Source-Based Case Study)

Section A is **compulsory** for all candidates.

Exploring Citizenship and Governance

Study the Background Information and the sources carefully, and then answer **all** the questions.

You may use any of the sources to help you answer the questions, in addition to those sources you are told to use. In answering the questions, you should use your knowledge of the topic to help you interpret and evaluate the sources.

- 1 Study Source A.

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

- 2 Study Source B.

Why do you think Source B was published? Explain your answer. [6]

- 3 Study Sources C and D.

Having read Source D, are you surprised by Source C? Explain your answer. [7]

- 4 Study Source E.

How useful is Source E as evidence of seniors' ability to adapt to digitalised banking? Explain your answer. [7]

- 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. [10]

Are seniors given adequate help in coping with a digitalised Singapore?

BACKGROUND INFORMATION

Read this carefully, it may help you to answer some of the questions.

Singapore is a digitally transformed society with many transactions conducted online. There is a mobile application for almost everything, from booking transport, ordering food to tracking fitness levels. However, this digitised environment which is praised for its convenience and efficiency may be at the expense of the seniors in the country. They may often have to rely on others who are more tech-savvy to help them meet some of their daily needs now found in an unfamiliar digitised world. Within the group of seniors, the low income and less educated are the ones with even less access to digital tools. Many Singaporeans feel that the solution is for the seniors to be given training to be able to catch up with others who are tech-savvy. However, there are others who are of the opinion that the responsibility is on institutions such as banks to make their digital tools more digitally friendly for seniors.

Study the following sources to assess whether seniors are given adequate help in coping with a digitalised Singapore.

Source A: *Adapted from an interview with seniors on mobile transactions which appeared in TODAY, an online news in Singapore, November 8, 2017.*

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.

Madam Tang Siew Tin, 67, insists on flagging down a taxi on the streets the old fashioned way, saying “(The apps) affect people’s rice bowls, take away their business from them. Others like 69-year-old retiree John Ong said that since he has plenty of time on his hands, it was unnecessary to use ride-hailing apps to save time. “I don’t think it’s very inconvenient,” he said. Madam Grace Lee, 60, who works part-time in a construction firm, still prefers shopping in person. “Maybe if you buy online, it may not be what you like, and you have to go back and exchange it... It’s too troublesome,” she said.

Source B: *An advertisement from TPG Telecom for its mobile plan for seniors in Singapore, July 2021. A promotional price of \$5 is given during the first month of its launch. The plan and promotion are for all Singaporeans and Permanent Residents aged 60 years and above.*

SG:DIGITAL

Seniors Plans

~~\$10~~ **\$5**
For 30 days

20GB \$5 for 30 days Free Caller ID
Free Incoming Calls Talktime Minutes & SMS

No contract | No registration fee | Free port-in

20GB DATA

20GB data at 4G speed.
Thereafter, unlimited data at capped speed

+1GB Roaming Data
to selected countries

300 Local Call Minutes

30 Local SMS

Source C: *Adapted from a report in a local news about the elderly and technology.*

Retiree Madam Chan Ai, 71, said that after watching recipe videos on YouTube on her recently-bought iPhone, she has expanded her culinary skills by experimenting with making food such as banana bread and carrot cake. She also trawls through the Internet for health-related tips, such as which pressure points of the body to massage. "Everything is so easy to search," said Madam Chan, whose go-to tech guy is her ten-year-old grandson.

Retiree Ellie Teo, 62, is another senior who makes use of the Internet to hone a skill. After learning how to play the ukulele in 2015, she has downloaded chords and tuner apps so that she practises during her free time. She noted how difficult it is to keep up with the latest technology trends after leaving the workplace. For one, she can no longer run to her old company's information technology department for help. "But it's about taking an interest to learn new things," she said.

Source D: *Adapted from a researcher's report on 'The Silver Generation in the Age of Digital Disruptions' in Singapore.*

As Singapore surges ahead digitally, less tech-savvy senior citizens struggle to keep up. In 2006, less than half of those aged 50 and above were computer users with 32% of these seniors using the Internet.

The reluctance to embrace a digital lifestyle boils down to two factors. First, these seniors lacked the digital literacy. Second, they were daunted by what they thought was difficult to learn and feared making mistakes.

To become a digitally-ready nation, Singapore unveiled the Silver Infocomm Initiative (SII) in 2007 with a variety of programmes. 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. In 2019, 95% and 58% of seniors aged 50–59 years and 60 years and above respectively used Internet-enabled devices daily. A growing pool of more than 230 tech-savvy seniors volunteer to continue to inspire their peers to embrace a digital lifestyle.

Source E: *A Singaporean's view of seniors and technology which appeared on the Forum page of the Straits Times, December 7, 2021. The Forum page is here readers are invited to share their views and opinions on issues in Singapore. The opinions usually receive responses from other readers in Singapore.*

I am concerned that the push to move basic banking services online, or the use of mobile applications for simple transactions, will isolate seniors. Many lack the familiarity and trust in computer systems to fully embrace digital banking. There is a real risk that digital transformation will dismay, rather than empower, this group.

I have been frustrated with the many user interfaces and overly elaborate security procedures that have made simple banking tasks difficult. What took hours to decipher on the computer was often resolved within minutes by speaking to a human officer.

Moreover, the recent spate of service disruptions and online scams do not inspire confidence. I hope that our local banks do not sacrifice their in-person services for the sake of "efficiency". 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.

SECTION B (Structured-Response Question)

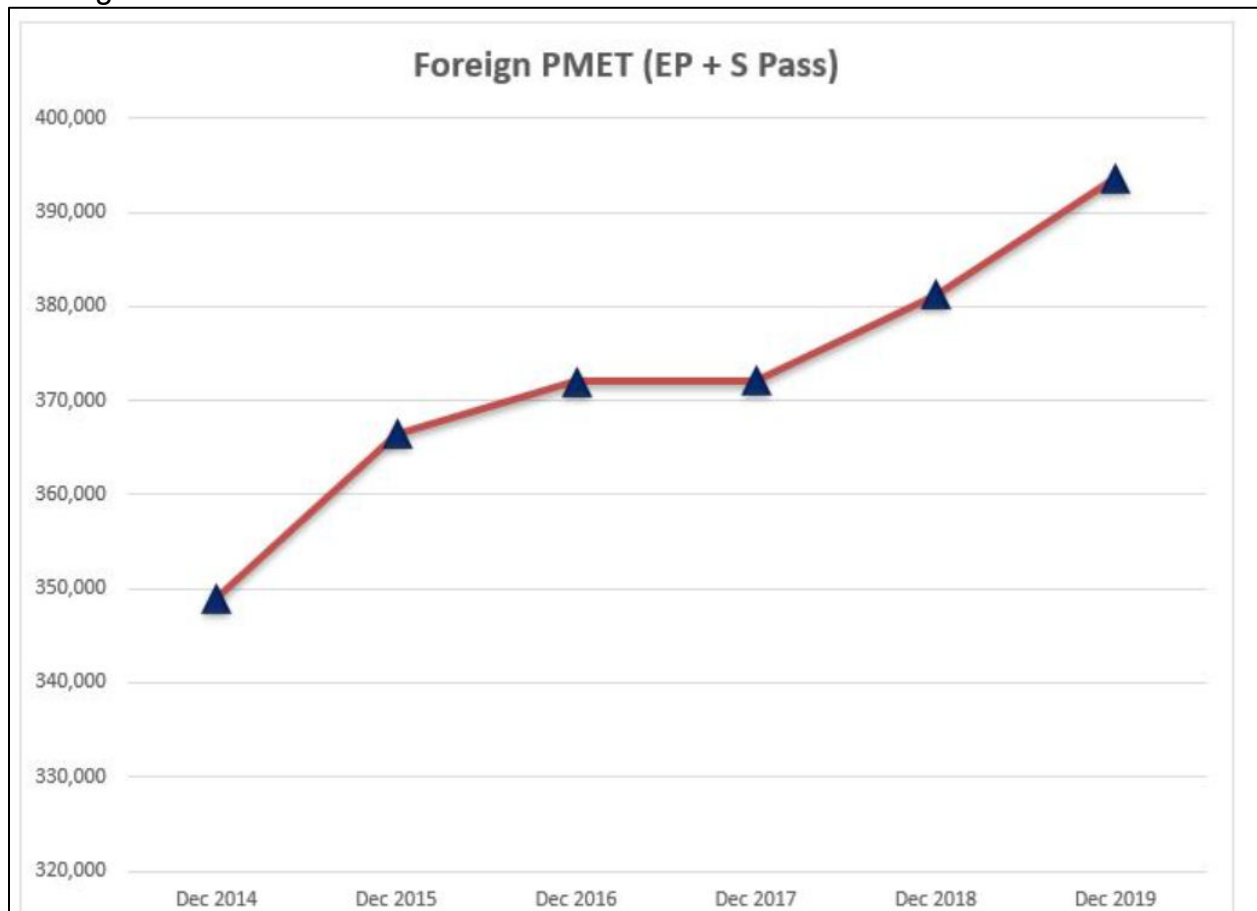
Section B is **compulsory** for all students.

Living in a Diverse Society

Study the extracts carefully, and then answer the questions.

Extract 1

The graph below shows the number of foreign professionals, managers, executives and technicians (PMET) in Singapore over the period of 2014 to 2019. It has increased, with the largest at 3.3% in 2015.



Extract 2

The diversity in Singapore has allowed the country to address the lack of local talent. In key sectors like biomedical sciences, foreigners often bring in skills that complement locals' skills.

Extract 3

While most Singaporeans understood the need for foreigners in the country, they cannot help but feel worried that if it is not controlled, the competition for resources will worsen and they will be at a disadvantage.

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

In your opinion, why are foreign talent attracted to Singapore? Explain your answer, using **two** reasons. [7]

7 Extract 2 and Extract 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]

END OF PAPER

Source Acknowledgements

Source A	© https://www.todayonline.com
Source B	© https://www.moneydigest.sg/tpg-launches-5-for-20gb-mobile-plan-for-seniors/
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