Cambridge Assessment International Education

Cambridge IGCSE™

GLOBAL PERSPECTIVES **0457/11**

Paper 1 Written Examination **May/June 2020**

INSERT **1 hour 15 minutes**

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INFORMATION

- This insert contains all the sources referred to in the questions.
- You may annotate this insert and use the blank spaces for planning. **Do not write your answers** on the insert.

This document has **4** pages. Blank pages are indicated.

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Source 1

People want to work in paid employment for different reasons. Earning money to pay for things and enjoy a better lifestyle are probably the most common reasons.

However, there are other reasons for employment. Many people want to make a positive contribution to society. Teachers, doctors and nurses often work to help others; this gives them a fulfilling career in which they can 'make a difference' to the world.

Some people work to meet people and make friends. They enjoy the social side of employment.

Source 2

Job satisfaction is a measure of how much a person likes their job and is happy at work. Research suggests that a high level of job satisfaction has important consequences for workers and employers.

For workers	Consequences of high job satisfaction	For employers
Work harder		Better quality of work
More motivated		Higher productivity
Happier		Increased profits
More self-esteem		Lower staff turnover
Better health		Better attendance
Better relationships		Less conflict with workers
Improved careers		Greater loyalty

Source 3: Making people happy at work

Earning lots of money does not make you happy at work.

Research at our university suggests that respect and praise at work increase job satisfaction. I visited a company recently where workers would rather get praise from their boss than a €100 bonus! Workers want to be trusted, treated fairly and have open, honest relationships.

The Personnel Consultancy in Indonesia suggests that job satisfaction is higher when there is regular training and support so that workers' skills match their job. Working in a safe, secure and healthy environment also helps, according to the International Labour Organization. Laws to improve health and safety and lower national taxes also help people to be satisfied with their work.

Finding a job that fits your interests and values also improves job satisfaction. Sharing the vision of your employer is important. Mr Muller, a leader in German industry, says that employers should recruit people who share the company's purpose and aims.

Extract from a management magazine article published in France, 2017

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Source 4: Two managers discussing how to motivate workers

Dewi

To make people work hard you need strong managers. Good managers know the job, make decisions and tell people what to do. They also check on their workers regularly to ensure they are working. To get the right products you need to monitor quality frequently.

Workers need to respect authority and do what they are told. Although workers sometimes have good ideas, people who make trouble, question too much and do not work hard should be dismissed. Managers must be in control and workers must work.

I own a company and employ thousands of people. I know what is best.

Rio

According to recent surveys, many business leaders in the UK say that a good leader of a company is someone who is excellent at creating relationships. People who can work in teams, respect others and have good social skills ensure the success of companies.

Last year, managers in Japan said that listening to workers' ideas enables a company to solve problems and produce goods of higher quality.

In Europe, many companies give workers a financial stake in the organisation. They claim that workers are more committed and motivated if they own part of the business and benefit from its success.

Cooperatives are organisations controlled by a large number of members, rather than a small number of managers. In cooperatives, workers participate in setting policies and making decisions. In 2015, cooperatives across Europe provided more than 4.7 million jobs and had an annual turnover of over €1000 billion – more than the turnover of Finland, Denmark, Norway and Sweden combined.

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