Cambridge Assessment International Education

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GLOBAL PERSPECTIVES **0457/12**

Paper 1 Written Examination **October/November 2021**

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.

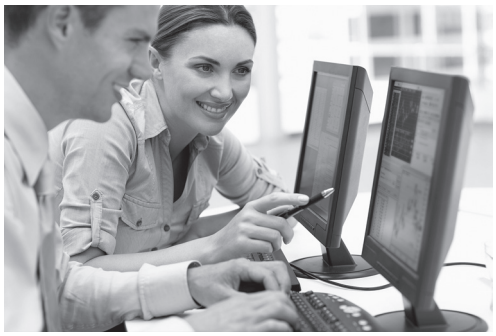
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Source 1

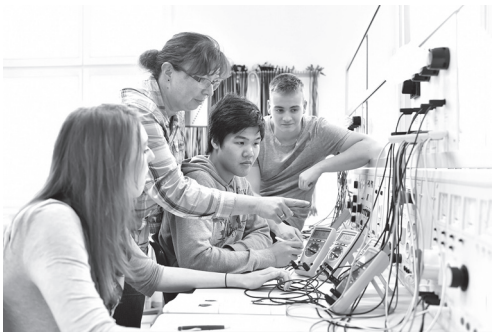
The productivity of workers is a key issue for employers and governments across the world. A country with high worker productivity produces more goods per hour of work than a country with low worker productivity. Germany and the United States are countries with high worker productivity. Japan and the United Kingdom have lower worker productivity.

Source 2: Factors that affect the productivity of a worker

Different factors affect the productivity of workers. Using new technology can make workers more productive as they can complete tasks more quickly using computers or machinery. Job satisfaction and work environment also influence productivity as happy motivated workers are more likely to work hard.



Working in teams increases efficiency.



Education and training make workers more productive.

Source 3: Running a successful business

My business is successful because I take care of my workers. Nobody else in this city is as good as me. The absence rate is very low; about three per cent. Productivity has risen this year by 35 per cent. I have also won an award for being a major business in this country.

I have a medical team to look after the health of my employees. Professor Menor from the university says that having a medical team like mine is vital. This means people can stay at work rather than lose time and money travelling to a medical centre. And of course, I do not lose any profits. This means that I can win even more awards.

There is an excellent food canteen which offers healthy options and the prices are low. I have a chef who makes sure that all workers can have a good choice of food, especially if they have religious or dietary needs. I also make sure that the working environment is as comfortable as possible. I keep it cool when it is hot outside. I also let workers take regular breaks so they do not get tired. I encourage teamwork; workers are happier when they work in teams.

So it is easy to see why I am successful, isn't it? What more could a worker want than to be taken care of so they can work hard and be productive? Everyone benefits – workers are happy and I make more profits. The government support this as it means they collect more taxes and a productive workforce benefits the economy.

Extract from a speech by a business owner

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Source 4: Two workers from different companies discussing their working environment

Ruben

Where I work there are lots of rules but this is good because it keeps us safe and we all know what to do. We have targets to meet and these are checked regularly. If I do not achieve my targets, my manager will be unhappy with me and may not give me a pay rise. This is good as it makes me work harder for the company to get the reward of higher pay. The managers supervise us a lot to make sure we are working. If they did not do this, people would get lazy and take lots of breaks.

If the company is not efficient, it will go out of business and we will all lose our jobs. It is right that the managers make us work hard to stop this from happening.

I have heard about other companies where people organise themselves and can start and finish work whenever they want. This does not sound efficient to me. The managers must not know how to manage properly.

Siya

Your working environment sounds very strict. In my workplace the managers think very differently. They think that giving us responsibility, involving us in decision-making, and encouraging us to work in teams is motivating for us. This increases our productivity.

My manager does not care what time I start and finish. They just want me to do a good job. I work hard because I want to do a good job for my manager, not because I am scared of them.

There is lots of research now showing that workers are more productive if they feel involved and trusted by their manager and are allowed to work collaboratively. For example, a research study from the United States found that people work harder and achieve more when they work in teams. I agree that working in teams makes work more interesting.

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