

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
General Certificate of Education Advanced Subsidiary Level

GENERAL PAPER

8001/01,02

October/November 2005

2 hours 40 minutes

Additional Materials: Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

If you have been given an Answer Booklet, follow the instructions on the front cover of the Booklet. Write your Centre number, candidate number and name on all the work you hand in. Write in dark blue or black pen on both sides of the paper.

Do not use staples, paper clips, highlighters, glue or correction fluid.

Answer **two** questions.

Answer **one** question from Paper 1 and **one** question from Paper 2.

Write the paper number (1 or 2) on the front of your work.

Begin your answer to Paper 2 on a new and separate sheet of paper.

The total time of 2 hours 40 minutes includes 10 minutes for you to study the questions before you begin your answers. You may make notes during this time if you wish.

You are advised to spend no longer than 1 hour 15 minutes on Paper 1. You should write between 500 and 800 words.

At the end of the examination, hand in your answers to Paper 1 and Paper 2 separately.

In Paper 1, all questions carry equal marks.

In Paper 2, the number of marks is given in brackets [] at the end of each question or part question.

Paper 1

- 1 Do economic sanctions serve any useful purpose?
- 2 'A country with no written records has no history.' Is this true?
- 3 'To be different is to be condemned by society.' Is this a fair statement?
- 4 Do parents have the right to use any form of discipline they choose?
- 5 Should every country have the right to possess weapons of war?
- 6 'The donation of healthy body parts or organs after death should be compulsory.' Do you agree?
- 7 How important is the conservation of the sea's resources?
- 8 'The benefits of technology are mostly enjoyed by the rich.' Do you agree?
- 9 Can offensive language ever be acceptable in music or film?
- 10 'Advertising is a modern art form.' Do you agree?
- 11 Is learning a foreign language worth the time and effort?
- 12 Can modern design be concerned with beauty in an age of mass production?

- 13 Read the following passage, in which a doctor is reflecting on the art of listening, and then **all** the questions.

Many people think that listening is a passive business. It is just the opposite. Listening well is an active exercise of our attention and, by necessity, hard work. It is because they do not realize this, or because they are not willing to do the work, that most people do not listen well. When we extend ourselves by attempting to listen and communicate well, we are doing so in opposition to the inertia of laziness or the resistance of fear. It always requires hard work.

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Listening well also requires total concentration upon someone else and is a manifestation of love in the broadest sense of the word. An essential part of listening well is the discipline known as 'bracketing'. Bracketing entails the temporary giving up or setting aside of your own prejudices, frames of reference, and desires, to experience as far as possible someone else's world from the inside, stepping into his or her shoes. This unification of speaker and listener is actually an extension and enlargement of ourselves, and new knowledge is always gained from it. Moreover, since listening well involves bracketing, it also involves a temporary acceptance of the other person. Sensing this acceptance, the speaker will feel less and less vulnerable and more and more inclined to open up the inner recesses of his or her mind to the listener. True communication is under way and the duet dance of love has begun. The energy required for the discipline of bracketing and the focusing of total attention on someone else is so great that it can be accomplished only by love, which I define as the will to extend oneself for mutual growth.

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Most of the time we lack this energy. Even though we may feel in our business dealings or social relationships that we are listening well, what we are usually doing is listening selectively. Often we have a preset agenda in mind and wonder, as we listen, how we can achieve certain desired results to get the conversation over as quickly as possible or redirected in ways more satisfactory to us. Many of us are far more interested in talking than in listening, or we simply refuse to listen to what we don't want to hear.

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While it is true that one's capacity to listen well may improve gradually with practice, it never becomes an effortless process. It wasn't until toward the end of my career that I would sometimes ask my patients to go over something they had said because my mind had wandered. The first few times I did this, I wondered if they might question whether I had been listening at all and would be resentful. What I found, to the contrary, was that they seemed to understand intuitively that a vital element of the capacity to listen well is being alert for those lapses when one is not truly listening. And my acknowledgement that my attention had wandered actually reassured them that most of the time I was listening well.

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I have found that the knowledge that one is being truly listened to is frequently remarkably therapeutic. In approximately a quarter of the patients I saw, considerable and even dramatic improvement was shown during the first few months of psychotherapy, before any of the roots of problems had been uncovered or significant interpretations had been made. There are several reasons for this phenomenon, but chief among them, I believe, was the patient's sense that he or she was being truly listened to, often for the first time in years, and for some, perhaps for the first time ever.

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- (a) **In no more than 80 of your own words**, explain the benefits, both to the listener and the speaker, according to the passage, of listening well.
- (b) What reasons does the author give for the failure of so many people to make a success of listening? **Answer in no more than 80 of your own words.**
- (c) **Explain in your own words** what the writer means by 'a manifestation of love in the broadest sense of the word'. (lines 7–8). [3]
- (d) The author claims that many people may be too frightened to engage in listening well. Suggest your own reasons for this 'resistance of fear'. [4]
- (e) (i) Explain in a single word or a short phrase the meaning of **six** of the following words as they are used in the passage:
passive (line 1); prejudices (line 10); unification (line 12); temporary (line 14); agenda (line 23); element (line 34); therapeutic (line 38); phenomenon (line 42). [6]
- (ii) Use each of the six words you have chosen from the list above in six separate sentences to illustrate their meanings as used in the passage. Your sentences should not deal with the subject matter of the passage. [6]

Note: Up to an additional 15 marks will be available for use of English.

14 Study the three drafts below and then answer all the questions.

Draft 1

Nonsuch Garages,
Pas du Tout,
Jamaisville.
Thursday, 1st July, 2004

Dear Pierre,

Sorry to hear about your spot of bother with the police last month, but we seem to have come to the parting of the ways. I do understand your many domestic problems and appreciate your loyal service before things started to go wrong but, unfortunately, we are not a charitable organisation and have reached a hard decision regarding your future which, I am afraid, will not be with us.

The last time I wrote to you, I did raise the possibility of re-training and starting all over again, but I regret that this is no longer an option that the Garage's top management is prepared to consider. Mr. Laveur, whom you met at the staff party at Head Office, last Christmas, will pop in to see you next Monday, and will hand over a month's salary in lieu of notice. Please give him every assistance as he takes over from you.

Do not hesitate to ask us for a reference once you begin applying for another position.

Yours sincerely,

Reni Neri (Personnel Officer, Nonsuch Garages).

Draft 2

Nonsuch Garages,
Pas du Tout,
Jamaisville.
Thursday, 1st July, 2004

Dear Mr. Nosperne,

Following the fifth break-in within two years at the petrol service station for which you have been responsible, our insurers have refused to give us further cover, citing a damning police report on your security arrangements which, they claim, were practically non-existent.

At the time of this last burglary, you were apparently at the funeral of your grandmother and had left a very young boy in charge without receiving any sort of clearance from Head Office. Our records, in fact, show that you have applied for leave of absence on exactly the same grounds on four previous occasions. In addition, you do not need to be reminded that you have received two written warnings, over the past eighteen months, regarding the mounting number of complaints that we have received about lack of facilities and your attitude to customers.

In view of the neglect of your duties, we have no option but to terminate your employment forthwith. Enclosed herewith is a month's salary in lieu of notice. This is being sent to your home address. It is not the firm's policy to supply references in such circumstances.

Yours faithfully,

R. Neri (Personnel Officer, Nonsuch Garages).

Draft 3

Nonsuch Garages,
Pas du Tout,
Jamaisville.
01 07 2004

Dear Sir/Madam,
Formal Termination of Contract in pursuance of Article 520ZYT of the 1985 Employment Act (Subsection LL2Y)

Employee: Pierre Nosperne (male)
Petrol Service Station: Toutes Directions
Position: Manager
Length of service: 12 years, 3 months, 27 days
Grounds for dismissal: Failure to improve performance after receipt of two written warnings (Forms 778.se.98 and 778.se.99) which detailed the following causes for concern between Wednesday, January 1, 2003, and Thursday, January 1, 2004:

- filthy toilets (15 complaints)
- rudeness to customers (6 complaints)
- rudeness to staff (1 complaint)
- overcharging (30 complaints)
- sale of goods past their shelf life (5 complaints)
- defective pumps (8 complaints)
- damage to customer's car during screen washing (1 complaint)
- unpaid bills (13 complaints)
- untidy appearance (3 complaints)
- unauthorised absences (7 complaints)
- loss of takings through theft from unlocked safe (1 complaint)
- loss of takings through theft from unattended car (1 complaint)
- obstruction of police (1 complaint).

Conditions of dismissal: Immediate, with one month's salary in lieu of notice payable on surrender of the keys of Toutes Directions Petrol Service Station to Trainee Manager P.A.Laveur from Head Office.

Signed,
L.E.Clerc (p.p. R.Neri, Personnel Officer, Nonsuch Garages).

- (a) If you were the Personnel Officer of Nonsuch Garages, which of the three drafts would you send to Pierre Nosperne? **Explain your reasons in about 120 of your own words.** [12]
- (b) Select one of the remaining drafts and explain why you would be least likely to send it to Pierre Nosperne. **Answer in about 120 of your own words.** [12]
- (c) **In about 60 of your own words**, suggest and show the relevance of the qualities that Mr. Laveur would need to display if he were to be a successful replacement. [6]
- (d) **In about 50 of your own words**, explain what you think was the least serious failing of Pierre Nosperne as the manager of the Toutes Directions Petrol Service Station. [5]

Note: Up to an additional 15 marks will be available for use of English.

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15 A virus which is killing one infected person out of a hundred is now affecting seven of the ten countries that have entered for the annual Wolrac Regional Badminton Tournament (WRBT). This year's tournament is due to be held in Voscar, an island that is recovering from an earthquake. In your answer you must take into account most of the factors below before reaching any decision regarding the tournament's current competition.

1. Voscar might net two million Wolrac dollars from a tournament involving only the unaffected countries.
2. This particular virus affects the young and active as well as the rest of the population.
3. Malaria has been successfully treated throughout the whole region.
4. All the countries affected are screening passengers on outward bound flights for symptoms of the virus.
5. No other regional sporting contest has been cancelled since the outbreak of the virus three months ago.
6. Racism is not a problem in Voscar.
7. Voscar has many other health problems, following the earthquake, including a shortage of hospital accommodation.
8. Badminton is the fastest growing sport in Voscar.
9. The other two countries unaffected by the virus, Xuay and Yoljic, are the countries in the region that are furthest away from Voscar.
10. Voscar has had to borrow one million Wolrac dollars to stage this year's tournament.
11. The World Health Organisation has strongly advised against air travel in the whole region.
12. There are no daisies in Voscar, Xuay and Yoljic.
13. Voscar has not staged the WRBT since 1981.
14. The virus has no known cure but its spread can be contained through quarantine.
15. The seven countries affected by the virus have in principle agreed to being excluded from the current WRBT.
16. Following a bitter trade dispute, there is a pressing need for Voscar to improve relations with Yoljic.
17. Already there is talk of abandoning the Wolrac Regional Football Competition, due to be held in four months' time, if the virus shows no signs of declining.
18. Voscar is one of the three countries which have no recorded cases of the virus.
19. The best badminton players tend to come from Yoljic.
20. The WRBT would bring five million Wolrac dollars to an island in desperate need of hard currency from abroad.

- (a) In about 100 words, develop the case for the complete cancellation of this year's Wolrac Regional Badminton Tournament. **Use your own words as far as possible.** [10]
- (b) In about 100 words, develop the argument for allowing all ten countries to compete in the Wolrac Regional Badminton Tournament on this occasion. **Use your own words as far as possible.** [10]
- (c) In about 100 words, develop the case for carrying on with a reduced competition involving the three countries so far unaffected by the virus. **Use your own words as far as possible.** [10]
- (d) Select one point in the list above that strikes you as having the least relevance to the decision to be taken. Explain your choice in about 50 words. [5]

Note: Up to an additional 15 marks will be available for use of English.