



Annual Examinations for Secondary Schools 2022

Year 11

SEAC ENGLISH & COMMUNICATION
SOURCE BOOKLET

TIME: 2 hours

Text 1

RIGHTS & RESPONSIBILITIES AT WORK





A

- You should provide workers with protective clothing.

B

- You should wear safety goggles.

C

- You should repair faults in machinery.

EXIT 

- You should put up signs for fire exits.

D

- You should give time for break or lunch.



- You should provide toilets and a clean workplace.

E

- You should turn up for work on time.

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HELLO@WORKERSUNITE.COM

TITLE

Small Business | Managing Employees | Employee Performance

By **Fraser Sherman** Updated February 05, 2019



In the 21st century workplace, members of staff can come from all over the world. Building a team from workers coming from all four corners of the world might present several advantages as well as disadvantages to employers. Here are some of them.

1

Subheading 1

People from different cultures see the world in different ways. What is important for **them** is different from what is important for other people. They have different ideas about what is possible and what should be done. They learn different methods of getting the job done. That's a big plus when you need some different ways of thinking for your latest project.

2

Subheading 2

Different cultures have very different ways of working in a team which might cause problems. Many Asian and Central American cultures think it is important that all members of the team agree on something before it is done. The culture in the United States gives importance to individuals and what **they** think. In other cultures, going against your boss's wishes or giving your boss bad news is not a good thing. To avoid conflict, you will need to balance the different styles.



3

Subheading 3

If you manage your multicultural team well, your employees will all benefit. They'll learn about other cultures and try to solve difficulties of communication between people with different cultures. That can be a very positive thing which will help them grow in their careers. In addition, they may also have a chance to practise any foreign languages they know, which is important to stay fluent.

4

Subheading 4

A company with workers from different cultures can help business grow in different places and areas that you might not know about. Workers from other cultures, for instance, know which foods people enjoy, **which** music they listen to, even the styles and colours of clothing they like most. This can be a strength as it can help you promote your products to new consumers.

5

Subheading 5

One drawback of developing a multicultural workforce is the problem of work permits. Some countries have strict rules for permits when bringing workers from abroad into a company. The rules vary from country to country. You shouldn't let this stop you, but it is probably more difficult than employing someone from your own country.

6

Subheading 6

Dealing with customers or sellers from other cultures or other countries presents a lot of challenges. Let's take handshaking as an example. Many countries approach this differently. In Turkey, for instance, you squeeze gently, not firmly, and hold the other person's hand for a long time. When you have staff from different countries, your company can do things well when it communicates with people from different cultures. They may also speak the customer's language. The trouble is that in a multicultural workplace, **these** same problems of having different cultures can cause nuisance at the office. It may take time for all your employees to learn and understand each other's customs and body language.



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