
INTERNATIONAL GCSE ENGLISH LANGUAGE

Paper 2 – Source-based Reading and Directed Writing

Insert

Tuesday 21 May 2019

07:00 GMT

Time allowed: 2 hours

The six sources that follow are:

- **Source A:** Store fires robot assistant
- **Source B:** Good Morning!
- **Source C:** Communication technology
- **Source D:** The (anything but) Social Network
- **Source E:** Meeting the Biami
- **Source F:** My Left Foot by Christy Brown

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Source A:

Store fires robot assistant



The first robotic shop assistant has been fired after irritating customers and scaring away business. At first he charmed shoppers with cheerful greetings and high fives, but within days Fabio, the ShopBot, developed by scientists at Heriot-Watt University, was demoted as customers were seen to avoid him.

Fabio was programmed with directions to hundreds of items in the store and initially won customers over with jokes, hugs and greetings such as, 'Hello gorgeous.'

"We thought a robot was a great addition to show the customers that we are always wanting to do something new and exciting", said Elena Margiotta, who runs the shop with her father, Franco, and sister, Luisa.

But Fabio then became confused by background noise and unable to hear customers' requests. The shop owners moved him away from sales and he was instructed to hand out samples of meat. However, his enthusiasm resulted in customers avoiding him or leaving the shop. His colleagues managed to get 12 customers to try the meat every 15 minutes, but Fabio managed only two.

Luisa Margiotta said: "Unfortunately Fabio didn't perform as well as we had hoped. It was not able to move around the shop and direct customers to the items they were looking for. Instead it just gave a general direction, for example, 'cheese is in the fridges', which was not very helpful."

Turn over ►

Source B:**Good Morning!**

In India, the Internet slows to a snail's pace every morning. People's data allowance gets gobbled up; one in three smartphone users runs out of space daily. Half a world away, Google employees in Silicon Valley have been trying to puzzle out why this should be. The answer is this: millions of Indians are going online for the first time and they like sending messages to each other to say 'Good morning'. They also like embellishing these messages with images of sunrises, birds, flowers or other cheerful things.

One news website quotes 71-year-old Desh Ray Sharma. Every morning he searches for and sends, via WhatsApp, Good Morning images to more than 50 family members and friends. "These WhatsApp messages are really my thoughts put into words," says a delighted Sharma.

Now Google has developed a storage manager app to deal with the problem of thousands of Good Morning images clogging up people's phones. When they unveiled the app in New Delhi last December, the crowd of media and government officials burst into applause.

What a nice story, and how human – the desire to communicate for no particular reason.



Cuteness aside, I am interested in the way a nation takes a Western invention and adapts it to its own cultural needs. The assumption has long been that if you give developing economies interesting inventions, they'll become more like you. The Good Morning story disproves that theory. It's, 'We'll have that, thanks, but we'll do it our way.'

The other thing I love is that once people become prosperous enough to own a smartphone, their instinct is to be cheery and friendly, to feel optimistic and to spread joy, to hold their family and friends at the forefront of their thoughts. So, while it's true that to a Westerner the Good Mornings have their comical aspects, it is just as true that the sentiment behind them is touching and profound – beautiful, even.

Clearly, despite our loneliness epidemic, you wouldn't catch anyone sending 'Good morning' over here: too culturally alien, too embarrassingly earnest. But you know how pleasing it is when a stranger says "Good morning" in the street, or smiles nicely and nods their head? A bit more of that wouldn't harm us.

Source C:

Communication technology



Turn over ►

Source D:

The (anything but) Social Network

A writer shares her views about social networking.

I don't think I would be wrong in making the bold statement that social networks have changed our lives, our world and the ways we communicate. Yet it seems strikingly ironic that they have been labelled as 'social' networks when, to my mind, they are anything but social. Being sociable means meeting with friends, having a laugh and feeling part of something. Yet this new concept of social seems to advocate anything but actual physical social occasions. In fact, the act of being sociable seems to take place while you are actually alone.

In the 21st century, it seems we enjoy being alone more than ever before. In my teenage years we didn't even have mobile phones, something that would seem completely alien to the teens of today, which in itself, is a little sad.

Those were the days – before the darkness of social networks and the Internet encroached on our innocence. Teenagers of today organise meetings by setting up a group on Facebook, they 'chat' to friends without actually seeing them and the games they play are not on the streets of their towns and villages but on the flickering screens in front of them. But this isn't the only way in which social networks have cost us our innocence.

In fact, social networks can be positively anti-social and have become a place for dangerous and unpleasant behaviour. The 21st century has seen the coining of many new words and phrases: from 'selfie' to 'hashtag' and, more worryingly, 'cyber-bully'. The bully is no longer the socially disgruntled thug in the playground; the bully is now the faceless keyboard-tapping cretin leaving nasty comments on photographs, posting vicious videos and rallying their minions to join them in attacking their victim through the social networks. And the sickening irony is that these stories then go viral on the said social networks that perpetuated the vile behaviour in the first place.

And the irony doesn't stop there. It strikes me that for something called Facebook, it is a pretty faceless place to hang out. We just don't have those face-to-face conversations like we used to. In fact, studies have shown that today's generation is actually more socially awkward because they are not as used to communicating properly as their parents are.

So, what has the birth of the 'social' network actually done for us? Has it created a generation of teenagers whose concept of what it is to be sociable centres around conversations littered with 'lols', smiley faces and cringingly bad grammar? Or has it made us lonelier than ever before?

Source E:**Meeting the Biami**

In this extract the biologist, David Attenborough makes contact with the Biami, a rarely seen tribe from New Guinea.

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Source F:**My Left Foot by Christy Brown**

The writer Christy Brown was born with cerebral palsy and he appeared to have no control over his speech or movement. He describes an incident that occurred when he was 5 years old.

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