Name:		Index Number:		Class:	

CATHOLIC HIGH SCHOOL
Preliminary Examination
Secondary 4 (O-Level Programme)

Humanities (Social Studies, Geography) 2260/01
Humanities (Social Studies, History) 2261/01
Humanities (Social Studies, Literature) 2262/01

Social Studies

Additional Materials: Answer Booklet

25 August 2025
1 hr 45 mins

READ THESE INSTRUCTIONS FIRST

Write your name, index number and class on all the work you hand in.
Write in dark blue or black pen.
You may use a soft pencil for any rough working.
Do not use staples, paper clips, highlighters, glue or correction fluid.
DO **NOT** WRITE ON THE MARGINS.

Answer all questions.

Write all answers on the Answer Booklet provided.

For examiner's use only:

Section A	/ 35 m
Section B	/ 15 m
Total	**/ 50 marks**

At the end of the examination, fasten your work securely.
The number of marks is given in brackets [ ] at the end of each question or part question.

This document consists of **8** printed pages. **[Turn over**

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SECTION A (Source-Based Case Study)

Question 1 is **compulsory** for all candidates.

Living in a Diverse Society

Study the Background Information and the sources carefully, and then answer all the questions.

You may use any of the sources to help you to answer the questions, in addition to those sources, which you are told to use. In answering the questions, you should use your knowledge of the issue to help you interpret and evaluate the sources.

1 Study Source A.

What is the message of the cartoonist? Explain your answer. [5]

2 Study Sources B and C.

How different are these two sources? Explain your answer. [6]

3 Study Source D.

How useful is this source in the discussion of digital divide? Explain your answer. [7]

4 Study Sources E and F.

Having read Source E, are you surprised by Source F? Explain your answer. [7]

5 'Government action is the best way to narrow the digital divide.'

Using the sources in this case study, explain how far you would agree with this statement. [10]

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What are the challenges of the digital divide?

BACKGROUND INFORMATION

Read this carefully. It may help you to answer some of the questions.

The digital divide refers to the gap between individuals, communities, or regions that have access to modern information and communication technologies—such as the internet, computers, and digital skills—and those that do not. The digital divide remains a significant challenge across both developed and developing nations, with disparities in access, skills, and usage affecting social inclusion and economic opportunities.

Marginalised groups—such as the elderly and low-income households—remain most affected. For the elderly, challenges often include limited familiarity with digital tools, slower adaptation to new technologies, and concerns about online security or scams, which can lead to reluctance in adopting digital solutions. Low-income households, on the other hand, may struggle with the high costs of devices, data plans, and reliable connectivity, forcing them to prioritise immediate needs over digital access. Even when these barriers are overcome, both groups may lack the training or confidence to make full use of digital platforms for education, healthcare, government services, and employment opportunities, thereby perpetuating social and economic inequality.

Read the following sources to find out more on the challenges of the digital divide.

Source A: *A cartoon by an American cartoonist depicting American students from low-income families, September 2020.*



[Turn over

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Source B: *Adapted by a speech delivered by then Deputy Prime Minister and Minister for Finance Lawrence Wong at an Asian regional technological conference, June 2023. This conference was attended by influential Asian leaders.*

We sometimes assume that access to the digital economy is becoming more common. In a country like Singapore, where we have widespread internet access and very high smart phone penetration rates, we still have some segments who are not fully connected.

For example, we recently issued digital vouchers for households to use in supermarkets and heartland shops. We did it digitally, but we decided to provide an option for those who preferred hard copy vouchers. Not many of them chose it but there were still a number, particularly amongst the elderly who prefer the hardcopy, and we give them the option to do so. These extra arrangements are critical in ensuring a more inclusive approach for digital transformation.

So as countries embark on their digital journeys, what's equally important is to make sure that everyone is on board so that all citizens can move forward together.

Source C: *Adapted from a report written by Daughters of Tomorrow (DOT), 2022. DOT is a non-profit organisation in Singapore that support low-income women in achieving financial independence and enable social mobility for their families.*

Lack of funds to access computers and the internet, as well as limited digital skills, force many mothers from lower-income communities into unemployment or underemployment. Being unfamiliar with technology translates into an inability to obtain coveted office jobs that could be attended during childcare centres' operating hours. Indeed, in the last five years, while hundreds of women assisted by DOT stated an interest in positions such as admin or customer support, only 7% possessed or were able to obtain enough technical skills to be bridged into such positions.

It must be emphasised for women who earn the least, access to digital devices and the internet is still an issue. The existence of the digital divide became particularly apparent when the COVID-19 global pandemic hit Singapore. Even though the circuit breaker ended in 2020, DOT had to continue loaning these devices in significant numbers in 2021.

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Source D: *Adapted from a report published on Channel News Asia (CNA)'s website, October 2024. CNA is a Singaporean news network.*

A 2023 study by the Singapore Management University found that while most elderly individuals have smartphones and are happy to use them for leisure, they're reluctant to rely on them for functional purposes. Many elderly individuals in Singapore find the rapid pace of technology's integration into daily life too intimidating. When Community Development Council (CDC) vouchers were digitalised, many elderly also reported struggles with accessing and using them.

Government initiatives should continue to prioritise investing in digital literacy training for the elderly, but such programmes need to be accessible and practical, focusing on basic digital skills like safely navigating apps and online transactions. Tech companies can also improve seniors' digital experiences by creating clear, straightforward interfaces.

The elderly themselves must be open and willing to engage in efforts to help them adapt to digitalisation. To this end, family support can go a long way where external outreach programmes fall short.

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Source E: *Adapted from an article written by an Estonian journalist, April 2017.*

The inspiring story of how Estonia became E-stonia began in 1996, with the help of the Tiger Leap Foundation, a government-backed technology investment body. Not long after its independence in 1991, the country decided that the online economy and massive technological innovation was the way forward for a tiny country with no natural resources to fall back on. Through Tiger Leap, all Estonian schools were online by the late 1990s, and large investments were made in computer networking and infrastructure.

Multiple private and public companies collaborated to bridge the country's "digital divide" by providing free computer training to 102,697 participants, or 10% of the adult population. And Estonian children are taught computer programming starting at the age of seven. There's been no looking back. In July 2016, 91.4% of Estonians used the internet; a big jump from 2000, when only 28.6% of the population was connected.

Source F: *Adapted from an article written by an Executive Vice President of an American Multinational Corporation related to communication technology, January 2024.*

Approximately one-third of the people on Earth still lack access to the internet. Moreover, connectivity is closely linked with a country's development. 93% of people in high-income countries use the Internet, compared with only 27% in low-income countries. Global inclusion on the internet could bring 7% of the world's population above absolute poverty levels and add $6.7 trillion to global economic output.

While connectivity is fundamental, digital skills training is also key for unlocking the potential connectivity holds. At a recent event at a school in Mexico City, an older gentleman in the audience shared about his struggle to access financial services given the rapid transition to tech-first interfaces.

No single entity can close the digital divide. With the emergence of Artificial Intelligence, technology is again accelerating. This could deepen and accelerate the digital divide if we do not recognize the urgency of this moment.

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SECTION B (Structured-Response Question)

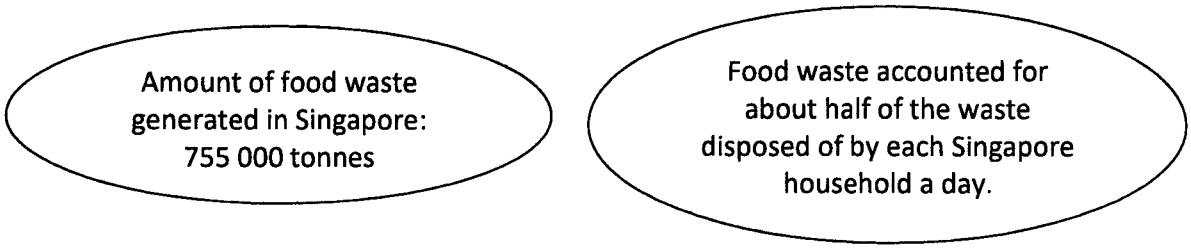
Question 2 is **compulsory** for all candidates

Exploring Citizenship and Governance

Study the extracts carefully, and answer the questions.

Extract 1

The National Environment Agency (NEA) figures for 2023 show the following:



Extract 2

One role of the government is to maintain law and order. To do so, the government ensures that citizens' lives and properties are protected from harmful acts. The government also ensures justice.

Extract 3

One role of the government is to ensure the economic well-being of citizens. To do so, the government has to devote significant resources to the public, and create conditions for growth.

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6 Extract 1 shows that Singapore generates a large amount of food waste.

What important messages would you share with Singaporeans to help reduce the amount of food waste generated? Explain your answer using **two** messages. [7]

7 Extract 2 and 3 describe the key roles played by the government in working for the good of society.

Do you think that maintaining law and order is a more important role of the government in working for the good of society than ensuring economic well-being of citizens? Explain your answer. [8]

-- End of Paper --

Copyright Acknowledgements:

Source A : https://politicalcartoons.com/cartoon/243086
Source B : https://www.pmo.gov.sg/Newsroom/DPM-Lawrence-Wong-at-the-Asia-Tech-x-Singapore-2023
Source C : https://daughtersoftomorrow.org/wp-content/uploads/2022/02/Digital-Inclusion-Report.pdf
Source D : https://www.channelnewsasia.com/commentary/singapore-elderly-tech-digital-isolation-social-lonely-4694131

Source E : https://courier.unesco.org/en/articles/global-lessons-estonias-tech-savvy-government

Source F : https://www.weforum.org/stories/2024/01/the-action-that-needs-to-be-taken-now-to-close-the-digital-divide/

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2025 Secondary 4 Social Studies
Preliminary Examinations LORMS

Section A

1 Study Source A.

What is the message of the cartoonist? Explain your answer. [5]

Level	Descriptor	Marks
L1	**Description of Cartoon/Misinterpretation** E.g. The cartoonist's message is that students went to McDonald's for their virtual lesson.	1
L2	***Inference of Sub-Message*** *Award 2 marks for sub-message, unsupported.* *Award 3 marks for sub-message, supported.* E.g. The cartoonist's message is that some students had to go to McDonald's for their virtual lessons. Source A depicts a student who must resort to going to McDonald's for their Wi-Fi to tune in for her virtual lesson on digital divide. This shows that these students could not have their virtual lessons at home. [3] E.g. The cartoonist's message is that virtual lessons require families to have Wi-Fi. Source A depicts a student who must resort to going to McDonald's for their Wi-Fi to tune in for her virtual lesson on digital divide. This shows that students are expected to have Wi-Fi to participate in their virtual lessons. [3]	2-3
L3	***Inference of Main Message*** *Award 4 marks for main message, unsupported.* *Award 5 marks for main message, supported.* **i.e. Digital divide negatively affecting the education of lower-income population** E.g. The cartoonist's message is that the digital divide has led students from lower-income families to have difficulties receiving a proper education. Source A depicts a student who must resort to going to McDonald's for their Wi-Fi to tune in for her virtual lesson on digital divide. **This shows that low-income families who may not be able to afford Wi-Fi in their own homes would cause their children's education to be affected as they would have difficulties engaging in virtual lessons.** This is ironic as a virtual lesson is supposed to be convenient for students to participate from their own houses but lower-income families do not have the luxury to enjoy this convenience due to their lack of access to Wi-Fi connection. [5]	4-5

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2 Study Sources B & C

How different are the two sources? Explain your answer. [6]

Level	Descriptor	Marks
L1	**Difference/Similarity in provenance/topic/source type** E.g. They are similar in that both sources are from Singaporeans.	1
L2	**False Matching**	2
L3	***Difference OR Similarity in Content*** *Award 3 marks for difference OR similarity, unsupported* *Award 4 marks for difference OR similarity, supported* E.g. **Both sources are <u>similar in terms of showing that there are groups of Singaporeans being negatively impacted by the digital divide.</u>** Source B states, "Not many of them chose it but there were still a number, particularly amongst the elderly who prefer the hardcopy, and we give them the option to do so." This shows that there are still elderly in Singapore who are not fully connected with digitalisation. Similarly, Source C states, "Even though the circuit breaker ended in 2020, DOT had to continue loaning these devices in significant numbers in 2021." This shows that many women lacked access to digital devices and required support in this area. [4] E.g. **Both sources are <u>different in terms of the challenges of the digital divide</u>.** While Source B suggests a slow mindset shift among elderly, Source C suggests many lacking access to digital resources. Source B states, "Not many of them chose it but there were still a number, particularly amongst the elderly who prefer the hardcopy" This suggests that some elderly are affected by the digital divide as they were unwilling to adapt to digitalisation. **<u>However,</u>** Source C states, "lack of funds to access computers and the internet, as well as limited digital skills, force many mothers from lower-income communities into unemployment or underemployment." This suggests that some women are affected by the digital divide due to unfavourable circumstances as they do not have access to digital resources. [4]	3-4
L4	***Difference AND Similarity in Content, supported*** *Award 5 marks for difference AND similarity, supported*	5
L5	**Difference in Purpose** E.g. Sources B and C are different in purpose.	5-6

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	Source B was given to **convince influential Asian leaders that it is important for governments to be sensitive towards population who might not be receptive towards digitalisation.** Source B states, "So as countries embark on their digital journeys, what's equally important is to make sure that everyone is on board so that all citizens can move forward together." This shows that it is important for the government to be sensitive to the reception towards digitalisation. As such, Source B was given **so that influential Asian leaders will enact more empathetic digitalisation policies so that no one would be left behind in the digital divide.** However, Source C was written to **convince the Government that lower-income women require more support in handling the digital divide.** Source C states, "Indeed, in the last five years, while hundreds of women assisted by DOT stated an interest in positions such as admin or customer support, only 7% possessed or were able to obtain enough technical skills to be bridged into such positions." This shows that many lower-income women still require more support in being trained in digital skills. As such, Source C was written **so that the government will enact more policies to support these women so that they are able to upskilled and receive better employment.** ***Accept students who write similar in outcome (Government enact more policies that reach out to marginalized groups to narrow the digital divide)***	

3 Study Source D.

How useful is this source in the discussion of digital divide? Explain your answer. [7]

Level	Descriptor	Marks
L1	**Useful/Not useful due to undeveloped provenance.** Source D is useful as it is taken from a Singaporean news site.	1
L2	**Useful/Not useful due to provenance, explained.** Source D is not useful as it is unreliable because it is biased. As it is a CNA news article reporting in Singapore, it will present the digital divide problem in Singapore in a positive light to prevent negative attention from the Government. [2] Source D is useful as it is a from CNA, a very reliable source in Singapore. CNA has been a long-standing news outlet in Singapore. Given its reputation, it will provide reliable news so that it can uphold its reputation. [2]	2

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	Not useful due to typicality Source D is not useful in the discussion of digital divide as it only shows the perspective of Singapore, not of other societies.	
L3	**Useful using Source D's content in relation to 'the discussion of digital divide'** *Award **3 marks** for content, **unsupported**.* *Award **4 marks** for content, **supported**.* Source D is useful in pointing out the responsibility of individuals in addressing the digital divide. [3] Source D is useful in pointing out the challenges caused by the digital divide. [3] Source D is useful in pointing out the challenges caused by the digital divide. Source D states, "while most elderly individuals have smartphones and are happy to use them for leisure, they're reluctant to rely on them for functional purposes. Many elderly individuals in Singapore find the rapid pace of technology's integration into daily life too intimidating." This shows that the digital divide has alienated elderly who might not be able to accept the changes brought out by digitalization. [4] Source D is useful in pointing out the responsibility of individuals in addressing the digital divide. Source D states, "The elderly themselves must be open and willing to engage in efforts to help them adapt to digitalization." This shows that the digital divide cannot be addressed solely by the Government as individuals also need to take the initiative to keep up and not be left behind by the digital divide. [4] Source D is useful in pointing out how the Government can tackle the digital divide. Source D states, "Government initiative should continue to prioritise investing in digital literacy training for the elderly, but such programmes need to be accessible and practical, focusing on basic digital skills like safely navigating apps and online transactions." This provides helpful information for the Government in enacting policies that have greater potential for impacting the elderly to be more receptive towards digitalization. [4]	3-4
L4	**Useful/Not Useful using Cross-Reference** *Award **5 marks** for 1 valid Cross-reference* *Award **6 marks** for 2 valid Cross-references* **CONFIRMS reliability of Source D using Source B** Source D is useful in showing how the digital divide in Singapore affecting elderly in Singapore, as it is reliable because it is supported by Source B. Source D states, "while most elderly individuals have smartphones and are happy to use them for leisure, they're reluctant to rely on them for functional purposes." This shows that elderly are	5-6

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	not supportive of the Government's push for digitalisation. **Similarly,** Source B states, "Not many of them chose it but there were still a number, particularly amongst the elderly who prefer the hardcopy" This supports Source D's claim that seniors are not receptive towards digitalisation as they still prefer more traditional way of working. **CHALLENGES reliability of Source D using Source C** Source D is not useful in showing how people in Singapore can turn to family support for digital support, as it is unreliable because it is challenged by Source C. Source D states, "family support can go a long way where external outreach programmes fall short." This suggests that family support is generally sufficient for people who might be left behind by the digital divide. **However,** Source C states, it must be emphasised for women who earn the least, access to digital devices and the internet is still an issue." This suggests that many low-income families still do not have the resources and skills to embrace digitalization. As such, it is not easy for people in Singapore in these families to receive family support for digital support, which opposes Source D's claim that family support would be a pillar of support. **Missing Information in Source D using Source F** Source D is not useful as it omits the experiences of the digital divide from other countries. Source D states, "A 2023 study by the Singapore Management University found that while most elderly individuals have smartphones and are happy to use them for leisure, they're reluctant to rely on them for functional purposes." This shows that one key challenge of the digital divide in Singapore is the inclusion of elderly. However, the discussion of digital divide could include a consideration of experiences beyond those in Singapore. For example, Source F presents experiences from Mexico. Source F states, "At a recent event at a school in Mexico City, an older gentleman in the audience shared about his struggle to access financial services given the rapid transition to tech-first interfaces." This presents an additional perspective in Mexico on the struggles of elderly faced during digitalization. *Accept valid cross-references to other sources/contextual knowledge	
L6	**Useful due to being a balanced source acknowledging the problem of elderly in Singapore being left behind by the digital divide while providing suggestions form a variety of stakeholders to address this challenge.** Source D is a useful source as it is a balanced source acknowledging the challenge of elderly in Singapore being affected by the digital divide while providing suggestions from a variety of stakeholders to address this challenge. Source D states, "A 2023 study by the Singapore Management University found that while most elderly individuals have smartphones and are happy to use	7

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	them for leisure, they're reluctant to rely on them for functional purposes." This shows that the source uses a credible study to point out a specific challenge of the digital divide in Singapore. However, instead of blaming on just one stakeholder, it considers a variety of approaches to address this problem. Source D states, "Government initiatives should continue to prioritise investing in digital literacy training for the elderly... Tech companies can also improve seniors' digital experiences by creating clear, straightforward interfaces. The elderly themselves must be open and willing to engage in efforts to help them adapt to digitalisation." This shows that the source is helpful in pointing out the key roles that government, companies and individuals need to play equally important roles to ensure that elderly are not left out by the digital divide. Given how wide the perspectives this source provides, it is useful in considering the issue of the digital divide in Singapore and how it can be addressed in a more sustainable manner.	

4 Read Sources E and F.

Having read Source E, are you surprised by Source F? Explain your answer. [7]

Level	Descriptor	Marks
L1	**Answers using source content from Source E/F but did not respond to the question** E.g. Both sources E and F show how some countries can have many of their population not connected to the internet. Source E states, "a big jump from 2000, when only 28.6% of the population was connected." Similarly, Source F states, "only 27% in low-income countries" Both sources show how populations in some countries have very low access to the internet. ..... **Surprised / Not surprised based on undeveloped provenance** E.g. Having read Source E, I am surprised by Source F as they are from different authors. Source E is from an Estonian author while Source F is from an American author.	1
L2	**Identifies what is Surprising / Not surprising in F using source content (not explained)** E.g. I am surprised that global inclusion in the internet could bring 7% of the world's population above poverty levels.	2
L3	**Surprised / Not Surprised by Source F due to internal reasoning (accept all logical reasoning)** E.g.	3

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	I am not surprised by Source F that people in high-income countries are more connected to the internet than people in low-income countries. People in high-income countries have higher standard of living and are more likely to be able to afford internet.	
L4	**Surprised / Not Surprised by Source F due to comparison of content with Source E** *Award 4 marks for a valid comparison made, unsupported* *Award 5 marks for a valid comparison made, supported* • Similarity = Not surprised • Difference = Surprised E.g. Having read Source E, I am not surprised by Source F as both sources are similar in terms of pointing how some countries are successful in their digitalisation. Source E states, "In July 2016, 91.4% of Estonians used the internet; a big jump from 2000, when only 28.6% of the population was connected." This shows that Estonia is successful in having the majority of their people being connected to the internet. Similarly, Source F states, "93% of people in high-income countries use the Internet" This shows that there are other countries who are able to achieve the same level of success as Estonia in getting the majority of their population connected to the internet. **OR** Having read Source E, I am surprised by Source F as both sources differ in terms of its outlook of digitalisation. Source E states, "Not long after its independence in 1991, the country decided that the online economy and massive technological innovation was the way forward for a tiny country with no natural resources to fall back on. Through Tiger Leap, all Estonian schools were online by the late 1990s, and large investments were made in computer networking and infrastructure." This shows that Estonia was successful in their digitalisation journey as there is no digital divide in their country with most Estonians having access to the internet, suggesting that it is realistic to expect no digital divide in a country's digitalisation journey. However, Source F states, "With the emergence of Artificial Intelligence, technology is again accelerating. This could deepen and accelerate the digital divide if we do not recognize the urgency of this moment." This shows that the digital divide is a very serious problem that many countries still struggle with and it seems like a very difficult problem that countries may not be able to handle easily in their digitalization journey.	4-5
L5	**Both sides of L4**	6

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L6	**Not Surprised because of a consideration of the context of Estonia's digitalization journey (Source E) and the complexities of the digital divide (Source F)**	7
	Having read Source E, I am not surprised by Source F's depiction of the challenges of digitalisation because Estonia (in Source E) overcame these complex challenges (in Source F) through the involvement of multiple stakeholders working together to tackle these challenges. Source F reflects the perspective of the Executive Vice President of an American Multinational Corporation related to communication technology. She has a good knowledge of how different countries handle digitalisation. Source F states, "No single entity can close the digital divide. With the emergence of Artificial Intelligence, technology is again accelerating." This shows that the digital divide is a complex issue that requires multiple stakeholders to address together. On the other hand, Source E states, "Through Tiger Leap, all Estonian schools were online by the late 1990s, and large investments were made in computer networking and infrastructure. Multiple private and public companies collaborated to bridge the country's "digital divide" by providing free computer training to 102,697 participants, or 10% of the adult population." This shows that the Estonian government and companies worked together and devoted a lot of resources to ensure that all Estonians had access to the internet. As such I am not surprised that Estonia is successful as they had the necessary factors to succeed in avoiding the digital divide. Note: Single source use capped at L3/3	

5 'Government action is the best way to narrow the digital divide.'

Using the sources in this case study, explain how far you would agree with this statement. [10]

L1	**Writes about statement, no valid source use** E.g. The government authorities should play its part in providing more resources to low-income families to narrow the digital divide.	**1**
L2	**Agree OR Disagree, supported by valid source use** *Award 2 marks for 1 A OR 1 DA.* *Award 3-4 marks for A OR DA on one side, based on number of sources used.* *Accept all valid content use but clear **extension / development** of source evidence must be provided. Answers must reflect **student's understanding** of evidence cited in relation to the question.* *In general, extension / development should:* 1. *Explain the positive impact of action on narrowing the digital divide.*	**2-4**

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*Each explanation must be **unique** in its reading of the source and should not be generalised and/or repetitive.*

Agree	Disagree
A, B, C, D, E	C, D, E, F

Source A agrees that government action is the best way to narrow the digital divide. The source depicts students who resorted to going to McDonalds for their virtual lesson as they do not have Wi-Fi at home. **This shows that the cost of Wi-Fi is too high for low-income families to afford. Due to how large this problem is, only the Government has the influence to provide subsidies and financial support for families to receive Wi-Fi at home. Furthermore, the Government has the resources to provide alternative venues that might be more conducive than a fast-food restaurant for students from low-income families to undergo virtual lessons. This narrows the digital divide as these students would be able to undergo virtual lessons as intended by their teachers.**

Source B agrees that government action is the best way to narrow the digital divide. Source B states, "We did it digitally, but we decided to provide an option for those who preferred hard copy vouchers." **This suggests that government action holds great influence on the country to encourage other stakeholders that any digitalisation transformation needs to be done in an empathetic manner such that individuals who might struggle with digitalisation would not be left behind. This ensures that the digital divide is narrowed as the government can signal to the entire country to care for those who are left behind.**

Source C agrees that government action is the best way to narrow the digital divide. Source C states, "Even though the circuit breaker ended in 2020, DOT had to continue loaning these devices in significant numbers in 2021." **This suggests that the government is still necessary to support non-government organisations through providing resources as they may struggle to meet the demand of the low-income families. Government action can prove to be more sustainable in ensuring more low-income families have access to digital resources.**

Source D agrees that government action is the best way to narrow the digital divide. Source D states, "Government initiatives should continue to prioritise investing in digital literacy training for the elderly, but such programmes need to be accessible and practical, focusing on basic digital skills like safely navigating apps and online transactions." **This suggests that government programmes can reach many citizens who might struggle with the digital divide. These programmes can help to equip these individuals such that they are able to capitalise on the benefits of digitalisation like the rest of the population.**

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Source E agrees that government action is the best way to narrow the digital divide. Source E states, "Not long after its independence in 1991, the country decided that the online economy and massive technological innovation was the way forward for a tiny country with no natural resources to fall back on." **This suggests that government policies on infrastructural construction can have a great influence on the citizens as a good execution of these policies would mean that all citizens would be able to have access to these developments. By ensuring universal access in a country, the digital divide problem would be limited.**

OR

Source C disagrees that government action is the best way to narrow the digital divide. Source C states, "Indeed, in the last five years, while hundreds of women assisted by DOT stated an interest in positions such as admin or customer support, only 7% possessed or were able to obtain enough technical skills to be bridged into such positions." **This suggests that it is not government action but non-profit organisations such as the DOT that play a big role in reaching out to individuals who have been left behind by the digital divide and pointing out specific needs they have such that they can carry out more targeted measures that can have a bigger impact on narrowing the digital divide.**

Source D disagrees that government action is the best way to narrow the digital divide. Source D states, "Tech companies can also improve seniors' digital experiences by creating clear, straightforward interfaces." **This suggests that it is not government action but technological companies that play a big role in ensuring that digital resources remain accessible to those who have been left behind by the digital divide. By having more user-friendly digital resources, individuals will feel less stressed from using the them, thereby allowing to catch up with the rest of the population.**

Source D disagrees that government action is the best way to narrow the digital divide. Source D states, "The elderly themselves must be open and willing to engage in efforts to help them adapt to digitalisation." **This suggests that it is not government action but individuals who play a crucial role in narrowing the digital divide. If individuals do not have a mindset change on digitalisation, it is difficult for the government's efforts to have an impact on them. Individuals need to see that the digital divide is detrimental to them and motivate themselves to take steps to capitalise on the benefits of digitalisation, which the rest of the population enjoys.**

Source E disagrees that government action is the best way to narrow the digital divide. Source E states, "Multiple private and public companies collaborated to bridge the country's 'digital divide' by providing computer training to 102, 697 participants, or 10% of the adult population." **This suggests that it is not government action but companies that play a big role in providing training for citizens to**

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	be well-equipped to handle digital resources. Given that companies may have more technical and expert knowledge than less resourceful governments, which make them more suitable in equipping citizens who are left behind by the digital divide.	
L3	**Agree AND Disagree , supported by valid source use** *Award 5 marks for 1 A + 1 DA* *Award 6 marks for 2 A + 1 DA OR 1A + 2DA* *Award 7-8 marks for 2A + 2DA, based on quality of explanations.* *Accept all valid content use but clear **extension** / **development** of source evidence must be provided.* Both elements of L2. **Note: Consideration on number of sources used and the quality of analysis in deciding on marks in L2 & L3.** **To score additional 2 marks, candidates can take any one of these 3 routes: • Through analyzing at least one source in relation to its reliability, utility or sufficiency; • By sharing example(s) from their contextual knowledge • By giving a balanced conclusion/ resolution **Through analyzing at least one source in relation to its reliability, utility or sufficiency;** Example of possible developments: • Source C is a reliable and useful source as it comes from the perspective of **a non-profit organisations that support low-income women in achieving financial independence and enable social mobility for their families,** which benefits not themselves but society at large. Given their close interactions with women in low-income families, they have a better understanding of their needs. As such, their recommendations on stakeholder actions are likely to be useful in understanding how the digital divide can be narrowed. **By sharing example(s) from their contextual knowledge:** • Source B/C/D is right in saying that government action has a role in narrowing the digital divide. The Singapore Government invested in public Wi-Fi through Wireless@SG to ensure that people who might not be able to afford data on their phones can tap on free Wi-Fi in places such as shopping malls, libraries and community centres. This reflects the importance of the Government taking action to ensure that people who cannot afford Wi-Fi can still access digital resources.	**5-8**

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	By giving a balanced conclusion/ resolution: • Ultimately, I disagree with the statement as narrowing the digital divide requires a collaboration among various stakeholders to be effective and sustainable. The digital divide is a complex issue that arises out of income inequality as well as resistance to change from a particular population. Given that the former is a problem of resource allocation, it is difficult for individuals to handle on their own. This requires the support of government action, as well as companies or non-government organisations in situations whereby the government lacks the knowledge or skills to provide the necessary resources. On the other hand, when considering that the digital divide is also a result of resistance to change from a particular population, this goes beyond the reach of government action and requires individuals and NGOs who have closer daily interactions with people in need that might have greater influence on impacting their motivation to embrace digitalisaiton. As such, different stakeholders play their different parts to address the different layers of complexities of the digital divide.	

6 Extract 1 shows that Singapore generates a large amount of food waste.

What important messages would you share with Singaporeans to help reduce the amount of food waste generated? Explain your answer using **two** messages. [7]

[7]

Level	Answer	Marks
L1	**Describes the topic i.e families of lower socio-economic status** e.g. Families of lower socio-economic status have difficulties affording daily necessities.	**1**
L2	**Identify and Describe Message** *Award 2 marks for identifying one valid message and 3 marks for identifying two valid messages.* *Award 3 marks for describing one valid message and 4 marks for describing two valid messages.* One message I would share is "Buy what you need, eat what you buy'. [2] One message I would share is "Buy what you need, eat what you buy'. For example, the NEA and AVA launched a 'Love your Food' Campaign that included posters for Singaporeans to be mindful of their food portions, avoid overbuying groceries, and finish what they order when dining out. They encouraged Singaporeans to cook meals using only leftovers. [3]	**2-4**

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	Another message I would share is "Save the planet, one plate at a time." For example, the NEA's 'Clean Plate Campaign' is carried out in schools, in which students were encouraged to finish their entire plate when dining in schools. [3]	
L3	**L2 + Explain Impact of Message** *Award 5-6 marks for 1 valid message* *Award 6-7 marks for 2 valid messages.* One message I would share is "Buy what you need, eat what you buy'. For example, the NEA and AVA launched a 'Love your Food' Campaign that included posters for Singaporeans to be mindful of their food portions, avoid overbuying groceries, and finish what they order when dining out. They encouraged Singaporeans to cook meals using only leftovers. **As such, through this message, Singaporeans would be more mindful of their daily eating habits. They would buy less, which means that they are more likely to finish the food that they have purchased. Thus, less food waste would be generated by people adopting these practices.** [6] Another message I would share is "Save the planet, one plate at a time." For example, the NEA's 'Clean Plate Campaign' is carried out in schools, in which students were encouraged to finish their entire plate when dining in schools. **By framing the action as both simple and impactful, this message appeals to personal pride in not wasting food and its potential impact on the entire planet. This message could encourage Singaporeans to think twice before over-ordering, helping reduce food waste at the source.** [6]	**5-7**

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7 Extract 2 and 3 describe the key roles played by the government in working for the good of society.

Do you think that maintaining law and order is a more important role of the government in working for the good of society than ensuring economic well-being of citizens? Explain your answer. [8]

Level	Answer	Marks
L1	**Writes about the topic (i.e. working for the good of society) but without addressing the question** e.g. The Government ensures that the needs of citizens are met. e.g. Society has a variety of needs that represent a diverse population.	1-2
L2	**Describes the Given Factors** *Award 3 marks for describing the role of maintaining law and order OR ensuring economic well-being of citizens* *Award 4 marks for describing the role of maintaining law and order AND ensuring economic well-being of citizens* The government plays an important role in maintaining law and order. The government consists of various agencies that will work towards ensuring homeland security. For example, the Internal Security Department will monitor the actions of people who have been self-radicalised to learn of their exposure to extremist ideas and their potential plots to carry out terrorism. In 2025, the ISD has utilised the Internal Security Act to detain self-radicalised youths who are affiliated with the Islamic State in Iraq and Syria (ISIS). [3] OR/AND The government plays an important role in ensuring the economic well-being of citizens. The government can do so by creating conditions for citizens' growth and opportunity. For example, the SkillsFuture programme provides Skills-focused courses relevant to industry needs, for career developments. SkillsFuture also has Work-Study Programmes for students to get a head start in the workforce. [3]	3-4
L3	**L2 + Explains the Given Factors** *Award 5-6 marks for explaining the role of maintaining law and order OR ensuring economic well-being of citizens* *Award 6-7 marks for explaining the role of maintaining law and order AND ensuring economic well-being of citizens* The government plays an important role in maintaining law and order. The government consists of various agencies that will work towards ensuring homeland security. For example, the Internal Security Department will monitor the actions of people who have	5-7

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	been self-radicalised to learn of their exposure to extremist ideas and their potential plots to carry out terrorism. In 2025, the ISD has utilised the Internal Security Act to detain self-radicalised youths who are affiliated with the Islamic State in Iraq and Syria (ISIS). **This ensures that people with extremist ideas are apprehended before they can carry out their violent operations, which would endanger the lives and property of other Singaporeans. By removing these extremist threats, less distrust will be fostered among Singaporeans, which will allow the diverse population in Singapore to live in harmony. [6]** OR/AND The government plays an important role in ensuring the economic well-being of citizens. The government can do so by creating conditions for citizens' growth and opportunity. For example, the SkillsFuture programme provides Skills-focused courses relevant to industry needs, for career developments. SkillsFuture also has Work-Study Programmes for students to get a head start in the workforce. **These programmes equip Singaporeans with the right knowledge and skills to pursue their ambitions and obtain a satisfying career. This ensures that Singaporeans would be able to have a stable career and income, and hence, enjoy a satisfactory quality of life. [6]**	
L4	**Both aspects in L3 plus explains the relative importance of the role of economic opportunities/immigration policy** In conclusion, I think that it is more important for the government to maintain law and order than ensuring economic well-being of citizens. If the government is not mindful in ensuring that security threats are put down before violent operations can take place, lives and properties would be endangered. This would put people's economic well-being at risk. Even if the government can provide citizens with good knowledge and skills for their careers, without a safe country, it is difficult for citizens to have stable jobs to have a satisfactory standard of living. OR In conclusion, I think that it is more important for the government to ensure economic well-being of citizens than maintain law and order. If citizens' economic well-being is being overlooked by the government, they might build resentment towards the government. Some of these citizens might be more susceptible to being influenced by anti-establishment propaganda. As this sentiment grows stronger among citizens, this would also pose security threats as they may carry out violent operations as a political statement, thus, making it difficult to maintain law and order.	**8**

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