S101 / 1
GENERAL PAPER
Jul / Aug. 2024
2 hours 40 minutes

UGANDA TEACHERS' EDUCATION CONSULT (UTEC)

Uganda Advanced Certificate of Education

GENERAL PAPER

2 hours 40 minutes

INSTRUCTIONS TO CANDIDATES

The total time of 2 hours and 40 minutes includes ten minutes for you to study the questions before you begin answering.

Answer **two** *questions; which must be chosen as follows:* **one** *question from section* **A** *and one from section* **B**.

Any additional question(s) attempted will **not** *be marked.*

You are advised to use your time equally between the two questions.

All questions carry equal marks.

SECTION A

*Answer **one** question from this section.*
Answers should be between 500 and 800 words in length.

1. Account for the increasing climate change in the world. (50 marks)

2. Explain the causes and effects of violent political protests in your country. (50 marks)

3. Describe the measures that can be put in place to reduce Malaria prevalence in our community. (50 marks)

4. Justify the view that unemployment is a national concern in Uganda. (50 marks)

SECTION B

*Answer **one** question from this section*

5. Uganda has become popular in hosting large International Conferences like the NAM conference. When this happens, many 5-Star and 4-Star hotels are used to host the large numbers of delegates. Genesis Hotel has been requested to also host some delegates and needed more staff. Fortunately, it's always used by a nearby Catering and Hotel management Institute for their students' trainings. Two (2) Groups of students were starting their training in different Departments of the Hotel. The 1st year students were part of Group -1. The 2nd year students were in Group-2. They were to start their training in the following Departments.
   - Department-1 –Front Office and Reception **(F&R)**
   - Department-2 – Housekeeping and Accounts **(H&A)**
   - Department-3 – Sales and Marketing **(S&M)**
   - Department -4 – Conference rooms and Gardens **(C&G)**
   - Department -5 – Dining room and Lounge **(D&L)**
   - Department -6 – Kitchen and Stores **(K&S)**

   The following is important to know:-
   - At any one time, the 2 groups are in different departments and do not mix.
   - Each group was expected to spend a fortnight in each department and after 3 fortnights, they rest for 2 weeks. Then continue with training
   - Each first fortnight represents 15 days of the month or 16 days if that month has 31 days.
   - The 1st year students started training in a descending order in the departments while the 2nd year students started their training in an ascending order in the departments.

   Training started on the 17th day of May.

Questions

a) Work out a schedule for each group of students showing which department they were in and when, on a fortnightly basis.   (15 marks)

b) Identify the Departments where each group was on the following dates when their tutor came to supervise them:

    i)   The 1st year Students on – Heroes day Public Holiday and on 12th August.
(04 marks)

                                               (04 marks)

    ii)   2nd Year Students on 13th July and 18th May.

c) .The delegates who arrived on the second day after training started left after 3 weeks. Which group was at the front desk to check them out? Justify your answer.
(02 marks)

d) i) Describe the challenges Uganda faces during the preparations to host such large conferences.   (05 marks)

    ii) Explain how Uganda's benefits from hosting such international conferences.
(10 marks)

SPGE = 10marks

6.   **Study the passage below and answer the questions which follow.**

The future of work is a **ubiquitous topic** of debate and discussion and not without reason. It is always important to ask "Where are we headed?" especially in an environment as **change-centric** as ours. The future of work, veiled behind a shroud of uncertainty, a flurry of dynamic change and a cloud of digital leaps, appears often to be mysterious. The fact that work as we know it has and is continuing to change and be redefined, is no debate. But what do these changes mean for the modern workplace? What meaning would they hold a decade from now? Are organizations truly prepared for the major trends that would impact the workplace triad in the ten years to come?

Change presupposes **adaptation**. With the larger environment and its smaller moving parts undergoing digital and technological tectonic shifts, is it not a surprise that professionals across the globe perceive learning as the most important trend to prepare for.

Learning is inextricably connected to the workings of any organization, more so today than ever before and the way organizations learn is changing. Hawley Kane states that learning and performance management do not merely co-exist – they are dependent on one another. To deliver learning experiences that **move the needle on performance**, talent leaders need to empower employees to drive their own development with learning that is aligned to the individual, the team and relatable business goals.

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Heide Abelli also feels that in organizational learning there is need to address gaps in the readiness of the workforce to execute on the **digital agenda**. With the introduction of new roles and the elimination of outdated roles, it will lead to increased scope of responsibility in key roles in the work force. Coupled with the removal of **management layers**, the challenge around talent readiness is enormous."

It should come as no surprise that information technology is continuing to prove itself as one of the quickest growing industries worldwide. Regardless of what another industry does, that industry almost certainly relies on information technology to enable the industry to grow and reach new clients and customers. Much of the work done in IT spaces is done by individuals, and in many cases, those individuals do not work together on a regular basis. Therefore, **group interactions run the risk of being tainted by interpersonal struggles.**

With technology paving the way, organizations need to adapt to the kind of experience employees want in the world of work. All aspects of talent management and people metrics would need to have not just the business goal in mind but also the goal of providing engaging employee experience.

With the work-worker-workplace triad changing, leaders and styles of leadership need to evolve as well. The decrease of **age-based seniority** has led to the growing importance of building relationships in improving employee engagement. The kind of leaders that organizations need and want has changed and is changing.

Sally Ann Della Casa, Founder at GLEAC, points out that workplaces "need to be employee-centric; there is no longer any specific size that fits all. The leaders to come thus need to be able to deal with such a workforce that builds effective relationships and create a winning strategy every day. The more human-centric leadership skills will be the greater priority in a world that gets progressively dependent on Artificial Intelligence (AI), Machine Learning (ML) and newer technologies.

The future of work also demands that organizations invest in creating a culture where creativity thrives, collaboration is facilitated and communication is encouraged. The current trend of leading by example requires this cultural shift to be **driven top-down** with the effective involvement of C-suite employees. Collaboration not only refers to the cooperation between teams and functions but also between business leaders and Human Resource heads.

Another major growing trend in the industry is the understanding that **diversity in the work force leads to more productive workplaces.** In the past decade, there has been a growing push toward **inclusion**, diversity, and sensitivity in the workplace. Many companies have recognized that older working environments did not actively acknowledge or promote the inherent (and

tremendously positive) differences between individuals. Thankfully, the trend in the workplace is toward creating safe spaces where an individual's history matters, and is valued. Most employers now recognize that by creating a diverse workforce, **celebrating diversity**, and creating opportunities based on diversity, a company will have much more success than those run under older, outdated models.

In 2030, the way we work will be noticeably different from today. Emerging technologies will improve the employee experience, enabling a more flexible and dynamic way of working. To get to the workplace of the future, enterprises must **evolve** their relationships with IT leaders and increase their investments in IT spending.

Questions   (2 marks)
(a)   Suggest a suitable title for the passage above;
(b)   Explain the meaning of the following expressions used by the Author;
    i)   group interactions run the risk of being tainted by interpersonal struggles.
                                                                                (03 marks)
                                                           (3 marks)
    ii)   diversity in the workforce leads to more productive workplaces.
(c)   In not more than 120 words, summarize the changes in the future of work.   (12 marks)
(d)   Explain the meanings of the following words and phrases in your own words:-
    i)   ubiquitous topic
    ii)   change-centric
    iii)   adaptation
    iv)   move the needle on performance
    v)   digital agenda
    vi)   management layers
    vii)   age-based seniority
    viii)   inclusion
    ix)   celebrating diversity

                                  2marks @ = 20marks
                                        SPGE = 10marks
                                    TOTAL = 50marks