



**Govern d'Andorra**  
Ministeri d'Educació i Ensenyament Superior

## **PROVA OFICIAL DE BATXILLERAT PROFESSIONAL**

**-juny 2021-**

**ANGLÈS-X-SML**  
**Prova escrita**  
**ANGe-18**

Marqui amb una creu l'especialitat de què s'examina

E6	Sistemes i xarxes informàtics
E5	Secretariat multilingüe

**NOTA** \_\_\_\_\_  
**10**

*Codi d'identificació*

**Durada de l'examen: 2 hores**  
**Llengua vehicular de la prova: llengua anglesa**



## Reading (4 points)

### 1) A. Read the following text and choose A, B, C or D to complete the sentences.

(2 points – 0.5 points each)

#### Cultural expectations and leadership

Gabriela worked for a multinational company as a successful project manager in Brazil and was transferred to manage a team in Sweden. She was excited about her new role but soon realised that managing her new team would be a challenge. Despite their friendliness, Gabriela didn't feel respected as a leader. Her new staff questioned her proposals directly in meetings, and when she gave them instructions on how to **carry out** a task, they would often go about it in their own way without checking with her. When she announced her decisions on the project, they would continue giving their opinions as if it was still up for discussion. After weeks of frustration, Gabriela emailed her Swedish manager about the **issues** she was facing with her team. Her manager simply asked her if she felt her team was still performing, and what she thought would help her better collaborate with her team members. Gabriela found her manager vague and didn't feel as if he was managing the situation satisfactorily.

What Gabriela was experiencing was a cultural **clash** in expectations. She was used to a more hierarchical context where the team leader and manager took control and gave specific instructions on how things were to be done. This more directive management style worked well for her and her team in Brazil but did not transfer well to her new team in Sweden, who were more used to a different hierarchy where decision making was more democratic. When Gabriela took the issue to her Swedish manager, rather than stepping in with directions about what to do, her manager took on the role of coach and focused on getting her to come up with her own solutions instead. Dutch social psychologist Geert Hofstede uses the concept of 'power distance' to describe how power is distributed and how hierarchy is perceived in different cultures. In her previous work environment, Gabriela was used to a high power distance culture where power and authority are respected and everyone has their rightful place. In such a culture, leaders make the big decisions and are not often challenged. Her Swedish team, however, were used to working in a low power distance culture where subordinates often work together with their bosses to find solutions and make decisions. Here, leaders act as coaches or mentors who encourage independent thought and expect to be challenged. When Gabriela became aware of the cultural differences between her and her team, she took the initiative to have an

open conversation with them about their feelings about her leadership. Pleased to be asked for their thoughts, Gabriela's team openly expressed that they were not used to being told what to do. They enjoyed having more room for initiative and creative freedom. When she told her team exactly what she needed them to do, they felt that she didn't trust them to do their job well. They realised that Gabriela was taking it personally when they tried to challenge or make changes to her decisions, and were able to explain that it was how they'd always worked. With a better understanding of the **underlying** reasons behind each other's behaviour, Gabriela and her team were able to adapt their way of working. Gabriela was then able to make adjustments to her management style so as to better fit the expectations of her team and more effectively motivate her team to achieve their goals.

Adapted from [www.britishcouncil.org](http://www.britishcouncil.org)

1. Gabriela's management style...
  - a) was similar to the one used in Sweden.
  - b) worked well with her team in Brazil but not with her team in Sweden.
  - c) was too democratic.
  - d) was not accepted by her team in Sweden.
  
2. Gabriela's team questioned her proposals and her decisions because...
  - a) her team did not trust or respect her.
  - b) her team did not like her strange accent.
  - c) her team was used to a different management style.
  - d) her team preferred their previous manager.
  
3. The first time Gabriela talked to her Swedish manager about the problem she thought that...
  - a) he did not deal with the problem properly.
  - b) he did not understand her.
  - c) he understood the problem and tried to help her.
  - d) he was very helpful.

4. When her team was asked about Gabriela's leadership...

- a) they expressed their dissatisfaction with Gabriela's management style.
- b) they accepted her management style with no regrets.
- c) they did not understand what Gabriela was doing.
- d) they thought Gabriela did not count on them.

**1) B. Match the following words from the article with a suitable synonym.**

(1 point – 0.25 points each)

1. Clash	a. Implicit
2. Carry out	b. Conflict
3. Issue	c. Do
4. Underlying	d. Problem

1.-		2.-		3.-		4.-	
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**1) C. Find in the text the words that correspond to the definitions below.**

(1 point – 0.25 points per definition)

1. A group of people, especially workers, who carry out the work of an establishment: \_\_\_\_\_
2. Any system of persons or things ranked one above another: \_\_\_\_\_
3. A person who trains an athlete or team: \_\_\_\_\_
4. The result or achievement toward which effort is directed; the aim: \_\_\_\_\_

## Writing (5 points)

Assenyali amb una X l'especialitat de la qual s'examina i elabori el text d'opinió que li pertoca.

	Secretariat multilingüe
	Sistemes i xarxes informàtics

### ➤ BP en SECRETARIAT MULTILINGÜE

## 2) Write an opinion essay on the following topic

***"Should minority languages be replaced by major ones?"***

**Your essay should follow the structure:**

- Introduction
- Two body paragraphs with two or more main points well developed with supporting details and examples
- Conclusion

**Your essay should be about 150-180 words long.**

It is acceptable to write a text with 20% deviation in relation to the number of words. If the text does not have the required number of words (20% below the limit), or if it exceeds the limit (20% above the limit), you will be penalized -0.5 points.

(5 points)

**Guiding questions** (to be used as a reference, not to be answered directly):

Do you think it is important to keep minority languages in a globalized world? Can we keep a culture without keeping its language? Do you think any language, no matter the number of speakers it has, should be protected?

➤ **BP en SISTEMES i XARXES INFORMÀTICS:**

**2) Write an opinion essay on the following topic**

***"In the twenty first century teachers are not needed"***

**Your essay should follow the structure:**

- Introduction
- Two body paragraphs with two or more main points well developed with supporting details and examples
- Conclusion

**Your essay should be about 150-180 words long.**

It is acceptable to write a text with 20% deviation in relation to the number of words. If the text does not have the required number of words (20% below the limit), or if it exceeds the limit (20% above the limit), you will be penalized -0.5 points.

(5 points)

**Guiding questions** (to be used as a reference, not to be answered directly):

Can modern technology replace teachers? Is technology sophisticated enough to teach students the way real teachers do? Or is it better for students to have "human contact" in education?

### Grammar/vocabulary (1 point)

#### 3) Read the following text and circle the right word (A, B, C or D) for each blank. There is only one right option.

(1 point – 0.10 per question)

Technology has taken another step in \_\_\_\_\_ (1) us with our healthcare. We can now ask the digital device Alexa \_\_\_\_\_ (2) advice if we are worried \_\_\_\_\_ (3) our health. Alexa is a virtual assistant created by the website Amazon.com. It is capable of listening \_\_\_\_\_ (4) people and answering their questions. As well as voice interaction capabilities, Alexa can make to-do lists, play music upon voice request, and give \_\_\_\_\_ (5) the latest news. Now Alexa can answer our health queries. Amazon \_\_\_\_\_ (6) up with the National Health Service (NHS) in the UK to add a health advice capability to the software.

Alexa's new health advice capability has been met with a mixed response. The UK Health Secretary said: "Technology \_\_\_\_\_ (7) this is a great example of how people can access \_\_\_\_\_, (8) world-leading advice from the comfort of their home, reducing the pressure on our \_\_\_\_\_ (9) doctors and pharmacists." He added: "We want to empower every patient to take \_\_\_\_\_ (10) control of their healthcare."

Adapted from <https://breakingnewsenglish.com>

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|-----|-------------------------|------------------|------------------------|---------------------|
| 1.  | A. help                 | B. helping       | C. helped              | D. helps            |
| 2.  | A. for                  | B. about         | C. to                  | D. ⊙                |
| 3.  | A. of                   | B. about         | C. for                 | D. on               |
| 4.  | A. ⊙                    | B. for           | C. on                  | D. to               |
| 5.  | A. our                  | B. ours          | C. us                  | D. it               |
| 6.  | A. have recently linked | B. recently link | C. has recently linked | D. recently linking |
| 7.  | A. like                 | B. such          | C. similar             | D. so               |
| 8.  | A. reliable             | B. reliabled     | C. truth               | D. wrong            |
| 9.  | A. hardworkers          | B. hardworking   | C. workers             | D. hard             |
| 10. | A. gooder               | B. worse         | C. best                | D. better           |