

### EXERCISE 3

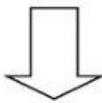
Read the information. Then read the list (1–8) below. Scan the three paragraphs of the text. Highlight the things from the list when you find them in the article – they are in the same order as they appear in the list.

In an IELTS Reading matching features task, you need to skim read the article to understand the general meaning, but you also need to *scan* the text. When you *scan* an article, you look through the text very quickly to find a specific piece of information, for example the **name of a person** and what that person's **claims** or **views** are about a topic.

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- 1 three examples of manual work
- 2 the age at which older people typically used to stop working
- 3 the name of a person who teaches at City University
- 4 the number of hours that people used to work in a typical day
- 5 the name of a person who works for an organisation called Pro-Com Enterprises
- 6 the name of a person who teaches at Mapplethorpe University
- 7 a type of industry that has had many job losses
- 8 something many people are doing illegally

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### The Changing Face of Work

Until the 19th century, there was a fairly good chance that a young man would follow in his father's footsteps and work in the same profession or trade. If the plan was to become a doctor, lawyer or engineer, he would simply take the necessary subjects at university. If he was planning to do manual work, as a builder, miner or factory worker for example, he would learn through practical experience. As the 20th century progressed, both men and women moved to cities to find work, in industries such as advertising, banking and retail. They may have started at a company at age 17 and probably wouldn't have left until they retired at 60 or 65. Now, in the 21st century, new technology is being developed all the time, and it is having a dramatic effect on the kind of jobs people do and the ways in which they work. The speed of change is so great that it is almost impossible to predict how people's careers may develop 20 years from now.

Many people are optimistic about these changes. Patrick Carter, educational consultant at City University, looks forward to a world where the types of jobs people do will be more rewarding than ever before: 'Think of the jobs many people have been forced to do throughout history that were poorly paid and caused illness or injury,' he says. 'People look back and say "the old days" were great, but they forget how difficult life was for many employees in factories, who often had to do the same task again and again, for ten or more hours a day.' Carter feels that the use of robots to build and make products can only bring positive change. However, not everyone shares this kind of optimism. Adrian Gates, a human resources consultant at Pro-Com Enterprises, points out that, as new technologies replace humans, there will be a huge decrease in the demand for employees: 'Jobs for accountants and retail workers, for example, will disappear. History proves that employers are willing to lose workers in order to make as much money as possible. And some of those employees will find it very difficult to retrain for a completely different career.'

Carter thinks differently: 'If we introduce more automation, we don't have to pay wages to so many employees,' he explains, 'and then we will have more money to invest in further learning and training for more people, so that they can qualify for jobs they *really* want to do.' So will there still be enough jobs for people if robots replace human workers? Joanna Harding, a lecturer in music technology at Mapplethorpe University, makes an interesting point about job creation and loss: 'Recent developments in technology mean we can all listen to music when and where we want. Certainly, these developments have created jobs for people in the digital music industry, especially in engineering and in factories,' she says. 'However, those same developments have unfortunately caused huge job losses in the traditional music industry. It's this kind of dramatic change we often find hard to imagine.' Harding explains that because of the digital music industry, and the fact that millions of people download music illegally, many record companies can no longer afford to pay songwriters, producers, technicians and marketing teams. 'A large number of people download music illegally just because everyone else seems to be doing it – but really, they ought to consider what consequences their selfish actions could have on other people, in this case, loss of employment.'