

- 1p 21 Which of the following fits the gap in paragraph 3?
A arbitrary
B gradual
C rapid
D serious
- 1p 22 Which of the following fits the gap in paragraph 4?
A expertise
B immobility
C inequality
D inflation
E maintenance
- 1p 23 What is the main point made in paragraphs 4 and 5?
A Authorities should focus more on the labour force instead of striving for economic progress.
B If you take into account money spent on upkeep, robots are just slightly more cost-effective than people.
C It is more profitable to switch to a technology-based industry than is generally acknowledged.
D The manufacturing industry will suffer if too many people lose their jobs as a result of robotics.

Tekst 8 Here and back again

- 1p 24 Why does the writer mention Black Friday (paragraph 1)?
A to convince readers that it is the best day for online bargains
B to explain why it is financially attractive to online retailers
C to have a starting point for an analysis of online shopping
D to warn customers against the risks of online shopping
- 1p 25 Which of the following fits the gap in paragraph 2?
A even accounting for
B further supported by
C when investing in
- 1p 26 Which of the following best characterises paragraph 3?
A It explains why the writer dislikes shopping in regular stores so much.
B It makes clear why it is quite acceptable to return online purchases.
C It outlines how and why the writer developed certain shopping habits.
D It points out how online stores have influenced the fashion industry.

- 1p 27 Which of the following fits the gap in paragraph 4?
A avoid
B dislike
C promote
D welcome

Online winkels maken ruilen of retourneren gemakkelijk, omdat ze dan meer verkopen, onder andere vanwege het “endowment effect” (alinea 4).

- 1p 28 Welk **ander** voordeel voor winkels van gemakkelijk ruilen of retourneren wordt in alinea 4 genoemd?
Geef antwoord in het Nederlands.

“The ease of returns is probably making me order more stuff” (alinea 5)

- 1p 29 Welke eerdere zin in de tekst is inhoudelijk een herhaling van deze bewering?
Citeer de eerste twee woorden van deze zin.

Tekst 9 Revenge is a dish better left unmade

- 1p 30 What is said about revenge in paragraph 1?
A It is a genetically in-built reflex that is increasingly relevant in today's world.
B It is a relic from the past that seems to be disappearing from modern life.
C It is a safeguard that helps individuals survive the harsh realities of society.
D It is an innate mechanism that was once useful to maintain social stability.
- 1p 31 What is the function of paragraph 2?
A to downplay the findings from paragraph 1 by quoting current research
B to question what is said in paragraph 1 and introduce alternative views
C to relate paragraph 1 to the insights presented later in the text
D to stress the relevance of the hypothesis mentioned in paragraph 1
- 1p 32 Which of the following fits the gap in paragraph 4?
A ethical aspects
B paradoxical consequences
C social acceptability
D substantial benefits
E theoretical limitations