2012 HIGHER SCHOOL CERTIFICATE EXAMINATION
Business Studies

Section II

40 marks
Attempt Questions 21–24
Allow about 1 hour and 15 minutes for this section

Answer the questions in the spaces provided. These spaces provide guidance for the expected
length of response.

Question 21 (8 marks)

(a) How might a business benefit when an operations manager acts in an ethically
and socially responsible manner? Support your answer with relevant examples.

Showing how that the manager is not too hard and that he is also friendly. Making all employees
at employer’s feeling relaxed. When others see the show he same respect that everyone else gets.

(b) Why might a business be resistant to meeting its corporate social responsibilities?

To show how ethically the business can go to take on a big job for a business even if it’s a small business. If an employer sees how socially the business is getting done or meeting its expectations.