

## 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. 4

A business may benefit from such actions from operations manager in an ethical/social manner by showing that a business is ethical in some ways, different types of people will come to your business. Tell friends family about the manners at the business and the way employees act around different ethnic/social groups.

- (b) Why might a business be resistant to meeting its corporate social responsibilities? 4

A business may be a bit resistant to meeting its corporate social responsibilities as if they meet the ~~social~~ needs of the business, it might start to lose business coming in, prices dropping as result of having no more social responsibilities as it won't benefit the business anymore.