

2012 HIGHER SCHOOL CERTIFICATE EXAMINATION  
**Business Studies**

2012 HSC - Business Studies  
 Band 2/3  
 Sample 1 Question 21

**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 simply due to the manner in which an operations manager acts. If ethical mannerisms take place more workers become happy within the workplace therefore wanting to carry out correct procedures and produce great quality products. The more socially responsible the operations manager is the better the employees work allowing a more smooth daily process of work life.

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

A business may be resistant to meeting corporate social responsibilities due to the long process of working with clientel to be able to report findings on customer satisfaction. Also corporate meetings are always daunting to a business due to the resulting findings of the progress of the business.