

Chapter 4: Worksheet mark scheme (9 marks, HL 9 + 4)

1 Name **three** internal and **three** external stakeholders.

(3)

Internal:

- employees
- managers
- shareholders

External:

- suppliers
- customers
- government
- special interest groups
- neighbours
- local businesses
- competitors
- newspapers
- any other relevant suggestion

2 Give an example of conflict which could arise between the following pairs of stakeholders.

(6)

- Management and shareholders: the shareholders may want big dividends to be paid out but managers may want to keep money in the business and reinvest it in new equipment.
- Managers and employees: employees may want higher wages and managers may want to cut costs to make more profits.
- Managers and suppliers: managers may want to pay for supplies in three months' time but suppliers may want payment before delivery.

3 **(HL)** Suggest **four** ways in which managers could resolve a pay conflict with workers. (4)

- arbitration
- worker participation in decision-making
- profit-sharing schemes
- share-ownership schemes