

1.5 Stakeholders in a business

Name: _____ Class: _____ Date: _____

Total: 29 marks

KEY WORDS stakeholder 利益相关者 • external 外部 • internal 内部
 • external stakeholders 外部利益相关者 • conflict 冲突

Objective

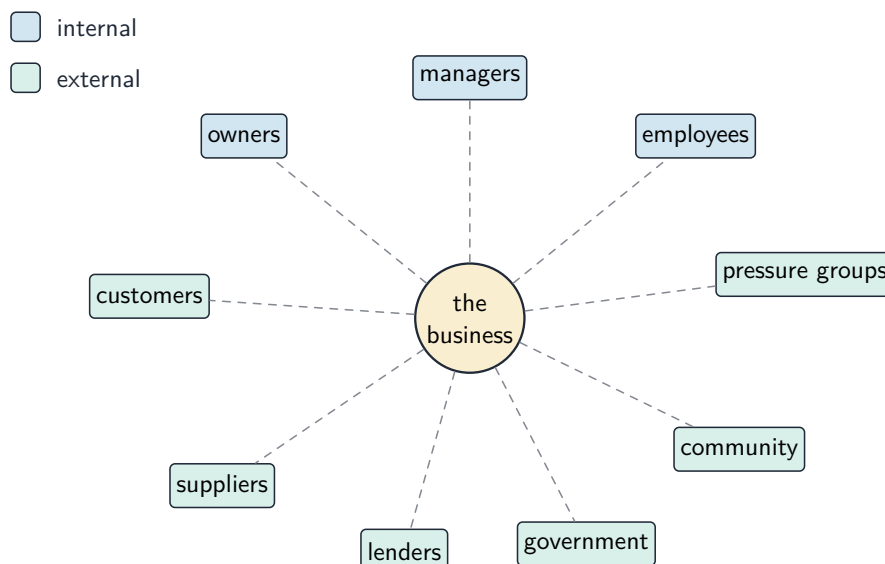
Build the skills to answer exam questions on **stakeholders** 利益相关者 — who the **internal** 内部 and **external** 外部 stakeholders of a business are, what each one wants, and why their objectives **conflict** 冲突.

You must be able to:

- name internal and external stakeholders and their main objectives
- explain why stakeholder objectives conflict
- analyse and evaluate a decision from different stakeholders' points of view

1 Worked examples

■ Who the stakeholders are



Internal: owners, managers, employees. External: customers, suppliers, lenders, government, community, pressure groups

- **Internal:** owners (profit), managers (growth, bonuses), employees (pay, security).

- **External:** customers (quality, fair price), suppliers (paid on time), lenders (re-payment), government (tax, law), community (jobs, low pollution).
- **Conflict:** owners want higher profit, but employees want higher pay — and higher pay lowers profit.

Answer shapes: an **Evaluate** [12] answer on a decision should view it from **more than one stakeholder**, weigh the gains and losses, then judge *in context*.

2 Practice

2.1 Define the term *stakeholder*. [2]

2.2 State two **internal** stakeholders of a business. [2]

2.3 State one objective of a **supplier** and one objective of the **local community**. [2]

3 Exam-style questions

3.1 Explain one reason why the objectives of two stakeholder groups might conflict. [3]

3.2 A factory plans to introduce night-shift working to raise output. Analyse the impact of this decision on **two** stakeholder groups. [8]

3.3 A business is deciding whether to close a loss-making factory and move production abroad. Evaluate this decision from the viewpoint of its stakeholders. [12]
