2 **(a)** Explain **one** objective each of the following TSE stakeholder groups might have.

Shareholders: .....

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Suppliers: .....

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Employees: .....

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Customers: .....

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[8]

(b) Consider the following **two** ways TSE could use to increase efficiency. Which way should TSE use? Justify your answer.

- Improving labour skills
- Increasing automation and technology

Improving labour skills: .....

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Increasing automation and technology: .....

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Recommendation: .....

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[12]