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中国人民大学工商管理学院策划

MBA专业精品教材



公司与社会 (英文版·第8版)

Business and Society
Corporate Strategy, Public Policy, Ethics
(EIGHTH EDITION)

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出版者的话

在全球经济一体化的激烈竞争格局中，中国正处于前所未有的经济与产业结构调整与转型的关键时期。飞速发展的社会与错综复杂的变革要求我们的经济与管理水平有一个飞跃。

为了能让读者系统地学习、借鉴国际上先进的管理理论、方法和手段，机械工业出版社从一些世界著名出版公司引进了一批一流品质的经济管理名著，组成了这套《世界经济管理文库》。其中所选图书均为当前国际上最为流行和权威的教材，大部分多次修订重版，有的多达十几版。作者都是哈佛、芝加哥、斯坦福等著名商学院的教授，使您足不出国，便可领略世界知名学府的文化精粹。

为了给中国的MBA教学提供一套完整的MBA系列教材，继与清华大学经管学院、加拿大毅伟管理学院合作共同策划出版的《国际通用MBA教材》与《国际通用MBA教材配套案例》丛书之后，近期，我社又和中国人民大学工商管理学院联手，共同策划本套《MBA专业精品教材》丛书。《国际通用MBA教材》涉及了所有的MBA核心课程，而本套《MBA专业精品教材》包括了MBA各个不同专业方向的全部课程及选修课程，它为各类工商管理学院培养更适

合社会需要的专门管理人才提供了丰富的教材资源库。全套丛书按专业分类，包括经济学、战略管理与组织、管理科学、财务与金融管理、会计、市场营销、商务技能等7大系列、60多个品种。

为了保持原作的原汁原味，这套丛书是以英文原版的形式出版的。这样可以避免因翻译而造成的歧义和出版时间的滞后，以便让读者能亲身体味原作者的精彩文风，并在第一时间洞悉经济管理学科各个领域的最新学术动态。

由于作者所处的社会、政治环境的不同，书中所述难免有不妥之处，请读者在阅读时注意比较和鉴别，真正消化吸收其中的精华，这也就达到了出版者出版本套丛书的目的。我们真诚地希望这套《世界经济管理文库》的出版，能为提高中国的MBA教学水平、推动中国的改革开放事业尽点绵薄之力。

机械工业出版社

1998年8月

序 言

当前，我国正处于知识经济初露端倪的时代，管理科学已经成为兴国之道，这给我国工商管理教育带来新的机遇与挑战。今年9月，又将有4000余名工商管理硕士生满怀理想与希望进入各大学学习。一大批机关分流干部与经贸委系统的管理人员也要经过入学考试，在职学习并申请工商管理硕士学位。如何办好工商管理硕士（MBA）项目，为国家和社会培养出一批又一批符合市场需求的高质量的工商管理硕士，是全国可以授予工商管理硕士学位的56所院校所共同考虑与研究的问题。

在这里，MBA课程设计是成功的关键环节之一。记得在1984年的夏天，在加拿大国际开发总署的资助下，加拿大蒙特利尔大学、麦吉尔大学、康克迪亚大学以及魁北克大学蒙特利尔分校的教授们为中国人民大学的年轻教师讲授了管理经济学、会计学、管理学以及管理信息系统等MBA课程。在1985年夏天，加拿大的教授们又讲了另外4门MBA课程。当时，我并没有真正了解这些MBA课程与我过去所学的管理课程在实质上有多大的区别，也没有理解这些课程之间的内在联系，对于MBA核心课与选修课以及专业的主修与副修的区别与联系更是知之甚少，只是感

到加拿大教授的教学在内容和手段上与我们传统方式有较大的区别。1988年初，我到加拿大麦吉尔大学管理学院研修后，才真正对MBA的课程设计有所了解。此后，我先后到美国布法罗纽约州立大学管理学院与澳大利亚悉尼科技大学管理学院任教，又对MBA课程之间的内在联系有了更切身的体会。为了更好地了解美国MBA教育的新潮流，今年6月，我又随中国管理学院院长代表团考察了美国著名管理学院，出席了在芝加哥举办的“全球管理教育论坛会”。

综观北美的工商管理教育，在全球化、信息化与整合化的挑战下，实在是强调其实用性。纵然有的教授学者看重自己的象牙宝塔，勾画着纯理论的模型与理论。但在MBA的教育上，美国现有的750余所管理学院，特别是为美国管理学院联合会（The American Assembly of Collegiate School of Business, AACSB）所承认的300余所管理学院，培养目标明确；课程设计体现出其为社会需求与市场服务的宗旨，没有半点的含糊。美国著名的管理院校明确自己的教育使命，把视野放在全球与创新上，不断地迎接新的挑战，将所授的知识与社会的实际需求密切地结合起来，期望培养出真正的高质量的管理人才。例如，哈佛商学院明确地提出，该院的使命是“影响企业的实践”，培养全面的管理者（general managers），指出“我们要对企业的领导人在如何完成他们的工作上，即在他们如何提出与解决问题、确定战略方向和采取行动上施加重大的影响。同时，我们鼓励从实践中获得反馈，以便了解这些领导人如何在实践中应用我们的思想与知识，从而进一步发展与提炼我们的理论与知识。”麻省理工学院斯隆管理学院的使命“尊重有用的工作”，“为产业提供服务”，提出“作为管理教育与研究的世界领导者，麻省理工学院斯隆管理学院要培养能在快速发展与高度竞争的全球企业环境中获得成功的管理者。当前持续不断的技术创新已成为每个产业各个方面生产力和增长的关键，因此，这正是我们的时机。”伯克利加利福尼亚大学商学院从学院的成立始，就将教育的重点放在国际与企业家的舞台上，研究迅速发展的全球经济，为学生提供创新的学习机会。

根据上述的使命，美国著名的管理学院教育模式基本上有三大流派：一是以哈佛商学院为代表的培养全面管理人员的模式。斯坦福商学院的培养方式也是属于这种模式。他们培养的是全面的MBA，而不是专业化的MBA，通过

为学生提供必要的专业知识，使之毕业以后成为企业或其他组织中高层的有效的全面管理者，而不是职能部门的管理人员。二是以芝加哥大学管理学院为代表的培养专业管理人员的模式，其方向是为企业和组织培养专业的管理人员。斯隆商学院亦属于这种类型。三是介于两者之间的模式。美国多数管理院校采用的是这种培养目标，如伯克利商学院、西北大学的凯洛格商学院、洛杉矶加州大学、康乃尔大学管理学院以及杜克大学管理学院等。因此，各个管理学院在其课程设计上有着不同的战略重点。

哈佛商学院MBA课程设计的思路是“在日益增长的全球商务环境中，提高学生进行战略性与关键性思考的能力。”斯坦福商学院MBA课程设计的思路是“确保学生获得管理运行的知识，了解企业运行的经济、政治和社会环境，以及掌握作为管理者所必须的行为技能。”同时，“MBA项目也要设计成为一种可以终身学习的模式。这样，今天的学生将在今后贯穿其事业的复杂而快速变化的管理世界中有能力自如地作出调整。”斯隆管理学院MBA课程设计的思路是“对日益增长的市场全球化和密集的竞争正在改变工作性质的这一事实作出反映。”哥伦比亚商学院MBA课程设计的思路是“让学生掌握作为管理者能够在全全球经济中进行有效竞争所需的基本学科与应用的职能领域。”

总之，这些学院在设计MBA课程时，首先，考虑的是学生要了解全球的竞争环境。其次，考虑学院所在的地域和环境。例如，哥伦比亚商学院极其强调该院处于纽约这个金融中心，其战略重点是国际、金融和纽约，培养出的学生要适合在国际大城市从事金融工作。因此，该学院在课程设计上就对财务与金融等相关课程有所侧重。再次，考虑学院自身资源的特点，如斯隆管理学院在技术管理上设置较多的课程，而哈佛商学院则在全面管理与竞争战略课程上有所突出。最后，要使学生获得相关的专业知识，了解研究与实践的前沿，如企业伦理、领导精神、创新、以及企业与政府关系等。

在课程设计的内容上，美国管理学院根据自己的情况，多按传统划分为核心课程与选修课程。课程内容上并不划一，门数上也多少不等。在学习核心课之前，学生要预先学习计算机应用和技能、商务沟通以及基本数量分析方法等课程。在核心课上，各学院基本上开设了经济学、统计或数据分析、会计、财务、市场营销、运作管理、组织行

为、人力资源管理、战略管理以及公共管理等课程。当然，也有例外。芝加哥大学管理学院就不设置核心课。在选修课程上，除哈佛商学院外，各学院基本上设置了专业，如管理经济学 (Managerial Economics)、会计 (Accounting)、财务管理 (Financial Management)、税收 (Taxation)、管理科学 (Management Science)、信息系统 (Information Systems)、市场营销 (Marketing)、组织行为学 (Organization Behavior)、人力资源管理 (Human Resource Management)、国际商务 (International Business)、战略管理 (Strategic Management) 以及公共管理 (Public Management) 等。最具特色的是斯隆管理学院的课程设计。该学院除了设计出体现管理基础原理和技能的六门核心课以外，根据学生今后所从事的工作方向，创造性地设计自我管理模块 (Self Managed Track) 与管理模块 (Management Track)。自我管理模块包括应用宏观与国际经济学、财务管理或财务理论、信息技术、产业关系与人力资源管理、运作管理导论和市场营销导论等六门课。如果学生希望将来从事较为全面的管理工作，则可以选择自我管理模块。而学生希望成为更专业的管理人员，则可以选择管理模块。在这个模块中，有六个分模块，即战略管理与咨询 (Strategic Management and Consulting)、新产品与风险开发 (Product and Venture Development)、信息技术与企业变革 (Information Technology and Business Transformation)、金融工程 (Financial Engineering)、财务管理 (Financial Management) 以及制造与运作 (Manufacturing and Operations)。这种设计打破传统功能性课程的框架，切实反映市场的声音，力图符合具体职业领域的要求，使学生能在今后的工作中更快地进入某个具体的管理角色。

我国工商管理硕士教育总体来说，还处在试点阶段之中。在课程设计上，全国工商管理硕士教育指导委员会规定了核心课的指导大纲。经过多年的建设，MBA核心课的教材已经初步满足教学的需求。当然，在质量上还有待进一步完善。随着MBA教学的深入发展，一些院校在培养全面管理人员的基础上，进一步根据自己院校的区域环境和办学条件，探索开设专业方向，以便培养出更适合社会需要的专门管理人才。这就对课程设计提出了新的要求，希望有更专门化的课程支持不同的专业方向。这不仅对教师的科研提出了更高的要求，而且对教材的建设也提出新的

需求。教材不足便是当前工商管理教育中最大的困惑之一。

为了满足工商管理专业方向的发展以及相应的课程设计，在中国人民大学工商管理学院的策划下，机械工业出版社推出了英文版的《MBA专业精品教材》，填补教学用书中空白，力图缓解MBA各专业教学上的急需。在这套丛书中，我们精心选择了北美在经济学、战略管理与组织、管理科学、财务与金融管理、会计、市场营销以及商务技能等7个专业的英文版教材，期望对国内各管理学院所开设的管理专业有所帮助。同时，有志于学好MBA某个专业的管理人员、研究生甚至本科生也可以通过系统地学习该专业所列的教材，掌握个中三昧。

当然，在学习西方的管理理论与经验时，需要认真对待其内在的文化底蕴。正如同样是绘画，西方的绘画注重光线与颜色，体现出一种形象思维，而中国画则注重线条，体现出内在的逻辑思维，从而表现出中国文化与西方文化的差异。本世纪初以来，我国知识分子一直在研究与吸收西方文化，力图西学中用。正如有人所讲，学习的方法有三种形式，一是鸟瞰的方法，二是仰视的方法，三是平视的方法。鸟瞰者，持才傲物，看不起其他民族的文化，更看不起其他民族的管理理念与方法。仰视者，自卑自弃，看不起自己民族的文化，盲目追求其他民族的管理理念与方法。要真正作到西学中用，而不是仅仅学到一些皮毛的话，则需要运用平视的方法，拉开距离，去观察与学习世界上一切优秀的管理理念与方法。今天，我们利用西方的管理理论与实践，是为了更合理地推动中国的管理教学与科研，促进中国的管理实践，切不可邯郸学步，而是真正做到“以我为主、博采众长、融合提炼、自成一家”。

徐 = 明 博士

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James E. Post is Professor of Management and Public Policy at Boston University. His primary areas of teaching and research are business and public policy, corporate public affairs management, and management of environmental and natural resource issues. He is the author or coauthor of such books as *Private Management and Public Policy* (with Lee Preston), *Managing Environmental Issues: A Casebook* (with Rogene Buchholz and Alfred Marcus), and *Research in Corporate Social Performance and Policy*, an international research volume for which he has served as series editor. He has been an adviser to businesses, industry associations, and such non-profit organizations as the National Wildlife Federation's Corporate Conservation Council, the World Health Organization, Rockefeller Foundation, and The Population Council. As an expert witness, he has testified before various committees of the U.S. Senate and House of Representatives. He also served as Director of the Business and Society research program at The Conference Board, a leading business association. A past chairperson of the Social Issues in Management division of the Academy of Management, he has served as an editorial board member or reviewer for many academic journals. In 1989, his book, *Private Management and Public Policy*, was cited by the Academy of Management for "its lasting contribution to the study of business and society."

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PREFACE

As the world moves toward the twenty-first century, it is strikingly obvious that business operates within complex webs of social relationships. Broad societal forces have become so much a part of modern life that political revolution, global economic forces, and technological transformation of communications and financial transactions have produced networks of social relations that span the globe. Business is conducted—quite literally—twenty-four hours a day, every day, in every nation on earth. In every nation, human beings are affected, directly and indirectly, intentionally and unintentionally, by this extraordinary confluence of commerce and society. And because change produces more change, the prospect of yet greater transformation grows.

Today, the relationship between business and society is evolving in new and sometimes troubling ways:

- In the United States and other advanced nations, businesses are transforming the nature of the employment relationship, abandoning decades-long practices that provided job security to employees, in favor of highly flexible, but less secure, forms of employment.
- The restructuring and redesign of businesses have been driven by intense competition in global markets, continuous pressure to improve the quality of products and services, and information networks that facilitate rapid transfer of economic, social, and political information. The stability and protection that geography, technology, and time once provided are gone.
- Governmental policies toward individual industries and sectors of the economy have reshaped the marketplace for goods and services. Governmental policies toward trade are now critical to the competitive future of businesses everywhere, and to the social well-being of more than 5 billion people that now inhabit the earth.
- Ecological and environmental problems have been catapulted into prominence, forcing governments and businesses to take action. Crises, scientific research, and new knowledge of how normal human activities affect natural ecosystems are producing widespread concern that environmental protection must be integrated with economic growth if development is to be sustainable into the next century.
- Public concern has grown about the ethical and moral behavior of businesses and their employees. In many countries, corruption and

criminal behavior threaten civil society. As moral standards change, corporations are challenged to understand new ethical climates, adjust practices, and reconcile sometimes conflicting ethical messages.

- Companies are challenged to function as ethical actors in a world community where great differences exist in public values. Religious ferment, ethnic conflicts, and pressure to link human rights practices to trade policies are among the many values challenges confronting business in the mid-1990s.

The eighth edition of *Business and Society* is designed to address this complex agenda of issues and relationships. The development of this new edition began with an effort to build on the proven success of earlier editions. Recent adopters of the book shared their insights and thoughts with the author team, and many of the changes in this edition result from their advice.

The author team is diverse and experienced in the business and society field. Two new coauthors, Anne T. Lawrence and James Weber, add valuable experience and perspectives to the text. Professor Lawrence brings an extensive background of business and society teaching, research, and case development. Professor Weber, like Professor Lawrence, is a contributor of cases and other materials to earlier editions; his research and writing focuses on business ethics, managerial moral reasoning, and organizational values. Professor William C. Frederick is well known for his extensive work on business values and for his dedication to incorporating business ethics and business and society studies into the curricula of modern business schools. Professor James E. Post represents the third generation of business and society scholars to have guided the development of *Business and Society*. His current work focuses on business responses to community issues, management of the corporate public affairs function, and how companies are dealing with the ecological issues of sustainable development.

Since 1966, when Professors Keith Davis and Robert Blomstrom wrote the first edition, *Business and Society* has maintained a position of leadership by presenting the central issues of corporate social performance in a form that students and faculty have found engaging and stimulating. In each edition, the authors and publisher have sought to achieve high quality and market acceptance in the field by identifying the emerging issues that shape the organizational, social, and public policy environments in which students will soon live and work.

Business and Society, eighth edition, builds on this heritage of business and society leadership by examining such *classic* issues as the role of business in society, the nature of corporate responsibility, business ethics, and the complex roles of government and business in the global economic community. Throughout, examples of individuals and companies, large and small, facing these challenges illustrate concepts, theories, research studies, and ideas for each topic.

This edition also addresses *emerging* themes in modern business and society teaching and scholarship. For example, ecological and natural resources problems are becoming central to industry and challenging business and political leaders. In the face of serious ecological threats that accompany industrial activity, how can economic development—vital to the improved life of so many of the world's poor—become sustainable? In a world where time and geographic distance no longer provide a buffer against change, this text addresses how managers can create business strategies that respect the interests of stakeholders, support community development, respect personal values, and can be implemented fairly and be economically successful.

The major changes and improvements in this edition of *Business and Society* can be briefly summarized:

- **The text includes a discussion of the new social contract between employers and employees.** A profound shift has occurred in how employees relate to companies and how managers understand their responsibilities to employees and all stakeholders in the modern competitive environment. This is a critical theme for students to consider in the 1990s.
- **The discussion of global competition and its effects on companies, industries, and nations is incorporated throughout the book.** Important developments such as growth of the European Union, the creation of the North American Free Trade Agreement (NAFTA), and the creation of new international trade communities such as Mercosur (Argentina, Brazil, Paraguay, Uruguay) are discussed.
- **The dramatic shifts in public consensus about the proper role of government are examined in public policy chapters and throughout the book.** These developments, which have occurred in other nations and are now prominent in the United States, promise a major reassessment of which social institutions bear responsibility for addressing critical societal issues.
- **Reflecting the growing importance of ecological issues to businesses and nations, we have expanded our coverage of environmental policy issues.** The need for improved ways of harmonizing economic activity with sustainable environmental practices will create managerial challenges for many years to come. Two chapters now address a range of ecological issues and management responses to the environment.
- **A new chapter has been written on technology and the media.** As the promise of the information superhighway becomes reality, the convergence of technological advances with the central role of the media as a means of communicating about social change will become

migration, violence, and urban revitalization has been added.

The importance of these issues and the likelihood of their continued significance have been central to the decision to develop this chapter.

- **New cases have been added but a number of classic cases favored by instructors and students have been retained.** Readers will notice a greater diversity of case materials. In addition to new cases prepared by the authors, we have also included several contributions from leading scholars at other universities.
- **Improved pedagogical features appear in each chapter.** Each chapter contains Key Questions and Chapter Objectives, Key Terms and Concepts, Summary Points linked to Key Questions and Chapter Objectives, and a Discussion Case keyed to the chapter's major themes. Illustrative figures help explain major points and are supplemented by boxed exhibits intended to illuminate especially important perspectives.
- **The color format and improved artwork not only enhance the book's attractiveness but also focus attention on major discussion points.** The excellent quality of the design and art serves to enhance the learning process for students.
- **Supplementary materials have been expanded.** The Instructor's Manual has been completely revised, with an expanded test bank and additional teaching resource materials. A McGraw-Hill video package is also available for use with the book.

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The McGraw-Hill editorial team has provided a continuing commitment to publishing excellence. We thank Lynn Richardson, management editor, Dan Alpert, senior associate editor, Annette Bodzin, project supervisor, and Kerime B. Toksu, copyeditor, for their assistance. It has been a pleasure to work with each of them.

James E. Post
William C. Frederick
Anne T. Lawrence
James Weber

INTRODUCTION AND OVERVIEW

In this introduction, we explain the overall design of the book, which is divided into seven major parts and a group of case studies. Each chapter displays several common features designed to enhance student learning, and these are explained, along with additional design elements of the book.

PART ONE: THE CORPORATION IN SOCIETY

Students are introduced to the basic conceptual themes and ideas of the interaction of business and society. Chapter 1 introduces the corporation, its stakeholders, and the role of the firm in its social and political setting. Major forces shaping business and society relations as the twenty-first century approaches are introduced. Chapter 2 describes various models and theories of corporate social responsibility and examines the relationship between voluntary corporate behavior and legally required actions. Chapter 3 discusses the socially responsive behavior of business in a changing social and political environment. This chapter also examines the corporate organizational structures and programs that have been created to respond to a changing social environment.

PART TWO: THE CORPORATION AND ETHICAL ISSUES

Chapters 4 and 5 introduce the ethical concepts, theories, and practical actions that guide business behavior. Importantly, these chapters stress the worldwide ethical responsibility of corporations and of the people who make decisions in those organizations.

PART THREE: THE CORPORATION IN A GLOBAL SOCIETY

Chapters 6 and 7 focus on the powerful changes that are reshaping the business world of the late twentieth century. The influence of multina-