

※ 考生請注意：本試題不可使用計算機。請於答案卷(卡)作答，於本試題紙上作答者，不予計分。

1. Explain the difference between entrepreneurship and intrapreneurship. Why would entrepreneurs want intrapreneurship within their companies? (15%)
2. In what ways might access to an MIS change the way decisions are made at a large service company? (11%)
3. Explain following terms. (24%)
 - (1) TQM
 - (2) Shewhart Cycle
 - (3) Reorder point
 - (4) GDSS
 - (5) Fixed-position layout
 - (6) Data warehousing

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4. Please give an occasion when you may have been treated unfairly because of stereotypical thinking. What stereotypes were applied to you? How did they result in your being treated unfairly? (8%)
5. Many employees use their company's Internet connections and e-mail systems to visit websites and send personal e-mail and instant messages. Some companies track how their employees use the company's Internet connection and e-mail system. Is it ethical for managers to read employees' personal e-mail or to record websites that employees visit? Why or why not? (12%)
6. The use of management information systems, such as ERPs, often gives employees access to confidential information from all functions and levels of an organization. Employees can see important information about the company's products that is of great value to competitors. As a result, many companies monitor employees' use of the intranet and Internet to prevent an employee from acting unethically, such as by selling this information to competitors. On the other hand, with access to this information employees might discover that their company has been engaging in unethical or even illegal practices.
Based on above description, please answer the following questions:
- (1) Ethically speaking, how far should a company go to protect its proprietary information, given that it also needs to protect the privacy of its employees? What steps can it take? (18%)
 - (2) When is it ethical for employees to give information about a company's unethical or illegal practices to a third party, such as a newspaper or government agency? (12%)