

配合題

(2 points/question 請列出各題號所相對應的英文字母, 單選)

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| 1. Adam Smith | a. Bureaucracy |
| 2. Frederick Winslow Taylor | b. 14 Principles of management |
| 3. Henri Fayol | c. The hierarchy of needs |
| 4. Max Weber | d. Three-needs theory |
| 5. Mary Parker Follett | e. Principles of Scientific management |
| 6. Abraham Maslow | f. Human Resources approach |
| 7. Douglas McGregor | g. The Fifth Discipline |
| 8. Herzberg | h. Process approach |
| 9. Peter Senge | i. Motivation-Hygiene Theory |
| 10. McClelland | j. Theory X and Theory Y |
| | k. Wealth of nations |

單選題 (2 points/question)

1. A philosophy stated by W. Edwards Deming which emphasizes customer needs and expectations and a commitment to continuous improvement is known as (a). Kaizen (b).Reengineering (c).Total quality management (d).Downsizing
2. A manager who organizes his or her plant by separating engineering, accounting, human resources, and purchasing is using _____ departmentalization. (a). Customer (b). Geographic (c).Functional (d).Product
3. Which of the following is not a step in Kurt Lewin's change process? (a). Refreezing the new change (b).Changing to a new state (c). Unfreezing (d). Disruption the equilibrium
4. A person with a relaxed and easy-going personality who easily accepts change would have which of the following? (a).Type A personality (b).Type B personality (c).Hyperactivity (d).Karoshi
5. A receiver's translation of a sender's message is known as: (a). Decoding (b).Encoding (c).Channel (d). Message
6. _____ are software programs that use the encoded relevant experience of a human expert to analyze and solve ill-structured problems. (a). Neural networks (b). Superior systems (c). Groupware (d). Expert systems
7. Which of the following is not a component of the PDCA cycle? (a). Checking (b). Acting (c). Planning (d). Developing
8. Which of the following is not one of the more popular OD efforts used in organizations? (a).Survey feedback (b).Process consultation (c).Team building (d).Employee assistance programs
9. A leader who allows his employees complete freedom to make decisions and to complete work in whatever way they think is best is using which leadership style? (a).democratic-participative (b).laissez-faire (c).autocratic (d).democratic-consultative

10. According to the University of Michigan studies, leaders who were _____ were associated with higher group productivity and higher job satisfaction. (a).employee-oriented (b).initiating (c).considerate (d).production-oriented
11. _____ is the final link in the functional chain of management. (a).Planning (b).Control (c).Leadership (d).Goal setting
12. Control that prevents anticipated problems is (a).feedforward control. (b).concurrent control. (c).feedback control (d).management control.
13. The unofficial way that communication takes place in an organization that is neither authorized nor supported by an organization is (a).noise (b).the grapevine (c).the channel (d).decoding.
14. When _____ efforts are planned, leaders are attempting to change the organization's culture. (a).process consultation (b).organization development (c).team building (d).employee participation
15. Which of the following is a useful technique for planning for managerial positions? (a).skills inventory (b).replacement chart (c).job description (d).job specification;

問答題

1. 請解釋何謂知識管理(knowledge management)? 15%
2. 請解釋何謂全面品質管理(total quality management)? 15%
3. 請解釋波特(Michael Porter)的五力分析模式。 10%
4. 請解釋霍桑(Hawthorne Effect)效應。 10%