

1. Name and describe the major forces that affect organization-environment relationships; and please focus on “Turbulence issue” with respects to “Information technology” to describe how to deal with these forces. (20%)
2. To compete effectively in the 2000s, should firm select one of the generic strategies- differentiation, cost (price) leadership, or focus – and stick with it? Please focus on revenue, capability, and core competency to explain. (15%)
3. In what general ways can organizations be shaped? What implications does each of these ways have with regard to the distribution of authority within the organization? (15%)
4. (a) Based on situational leadership theory, what leadership style should be employed with follower who are able to complete the job but are unwilling? (5%)
(b) What are the three situation variables in Fiedler’s contingency model? (10%)
(c) What type of control can provide assistance to a leader with delegating style? Explain. (10%)
5. (a) What are the three separate and distinct steps of a control process? (5%)
(b) Compare and contrast the performance and complexity of the control process in balanced scorecard (BSC) management systems and the control process in total quality management (TQM) systems.(20%)