

- A1. Please distinguish between work group and work team, and give an example to demonstrate what can Human Resource (HR) managers do to help their organization building an effective team? (20%)
- A2. What business ethical dilemmas are faced by managers today in profit-oriented organizations? What and why can managers do to avoid those business ethical dilemmas you identified here? (20%)
- A3. What is "rational decision-making model"? What are the assumptions of the model? How can it be applied to management? Please give an example to address it. (10%)
- B. Suppose you are a manager of the production department of a TFT-LCD manufacturing company which located in the Southern Taiwan Science Park.
- B1. Please describe two specific types of organizational performance control tools you might use for monitoring and measuring the organizational performance of your company, and compare their pros and cons. (18)
- B2. Your subordinates seem stressed, depressed, and sluggish for the long working-hour and the low compensation rate these weeks. Instead of the traditional theories, what theories of motivation you may apply to motivate them in your department to gain a better performance. Please state the entire implementation process. (16)
- B3. The use of teamwork may enhance the improvement of the production process. Please state the stages of forming a group, and furthermore, describe how you can make the efforts to turn the formed group into an effective team. (16)