

系所組別： 國際經營管理研究所在職專班甲、乙組

考試科目： 經營管理實務(專班)

考試日期：0225，節次：3

MULTIPLE CHOICE. (16% ; 2% each question)

Choose the one alternative that best completes the statement or answers the question.

1. In a learning organization, its culture has the following characteristics: (2%)
 - (A) open, timely, accurate
 - (B) boundaryless, teams, empowerment
 - (C) shared vision, collaboration
 - (D) strong mutual relationships, sense of community, caring, trust

2. Which of the following describes the characteristics of a work team? (2%)
 - (A) a goal to share information and collect information
 - (B) neutral or sometimes negative synergy may occur
 - (C) skills are complementary
 - (D) stresses individual accountability

3. The role of a team member may be: (2%)
 - (A) a leader
 - (B) a creator-innovator
 - (C) an assistant
 - (D) a manager
 - (E) an instructor

4. Managers make decisions on the basis of: (2%)
 - (A) bounded rationality and rationality
 - (B) self-feeling and self-confidence
 - (C) personal reviews of current situations
 - (D) staff supports
 - (E) lucky numbers

5. Leader behaviors, from most management controls to least management controls, are presented as: (2%)
 - (A) laissez-faire, autocratic, participative
 - (B) autocratic, laissez-faire, participative
 - (C) laissez-faire, participative, autocratic
 - (D) participative, laissez-faire, autocratic
 - (E) autocratic, participative, laissez-faire

(背面仍有題目,請繼續作答)

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6. The changing process of an organization is commonly described as the metaphors:
(2%)
- (A) theory X and theory Y
 - (B) calm-waters and white-water-rapids
 - (C) roller-coasters and skyscraper
 - (D) network analysis
7. You are an employee working at the national library. You also sell archives from the national library at an Internet auction website for your own profits. You have already committed, in management terms: (2%)
- (A) ownership theft
 - (B) property right violations
 - (C) employee theft
 - (D) working overtime for the company for more bonus
8. The communication process may consist of : (2%)
- (A) grapevine, sender, feedback
 - (B) verbal intonation, receiver, survey
 - (C) information overload, decoding, negotiation
 - (D) sender, encoding, channel

SHORT ESSAYS. (84% ; 12% each question)

1. Describe the relationship between work specialization and productivity, from the perspective of economies and diseconomies of work specialization. (12%)
2. Describe and define the Gantt chart. (12%)
3. What is value-chain management? Give definition and examples. (12%)
4. What is group cohesiveness? How does it affect productivity? Please elaborate. (12%)
5. What is layoff-survivor sickness and how does it occur? Please elaborate. (12%)
6. What are the common decision-making errors and biases? Identify 6 different errors and biases and provide definitions accordingly. (12%)
7. What skills do managers need? Identify 4 different skills and provide definitions accordingly. (12%)